



FOOD PRODUCTION OPERATIONS - III			
<b>Course Code : FPT305</b>		<b>Semester- V</b>	
Duration :45 hrs		Maximum Marks :100	
<b>Teaching Scheme</b> Theory : 3hrs /week Credit :3		<b>Examination Scheme</b> Internal Exam: 15 Marks Assignment/ Quiz/Mini Project:15 Marks End Semester Exam: 70 Marks	
Unit.No	Contents	Hours	Weightage%
1.	<b>LARDER</b> <b>I. LAYOUT &amp;EQUIPMENT</b> <ul style="list-style-type: none"> <li>A. Introduction of Larder Work</li> <li>B. Definition</li> <li>C. Equipment found in the larder</li> <li>D. Layout of a typical larder with equipment and various sections</li> </ul> <b>II. TERMS &amp; LARDERCONTROL</b> <ul style="list-style-type: none"> <li>A. Common terms used in the Larder and Larder control</li> <li>B. Essentials of Larder Control</li> <li>C. Importance of Larder Control</li> <li>D. Devising Larder Control Systems</li> <li>E. Leasing with other Departments</li> <li>F. Yield Testing</li> </ul> <b>III. DUTIES AND RESPONSIBILITIES OF THE LARDERCHEF</b> <ul style="list-style-type: none"> <li>A. Functions of the Larder</li> <li>B. Hierarchy of Larder Staff</li> <li>C. Sections of the Larder</li> <li>D. Duties &amp; Responsibilities of larder Chef</li> </ul>	10	40%

2	<p><b>CHARCUTIERIE</b></p> <p><b>I. SAUSAGE</b></p> <p>A. Introduction to charcuterie</p> <p><b>B. <u>Sausage – Types &amp; Varieties</u></b></p> <p>C. Casings – Types &amp; Varieties</p> <p>D. Fillings – Types &amp; Varieties</p> <p>E. Additives &amp; Preservatives</p> <p><b>II. FORCEMEATS</b></p> <p><b>A. <u>Types of forcemeats</u></b></p> <p>B. Preparation of forcemeats</p> <p>C. Uses of forcemeats</p> <p><b>III. BRINES, CURES &amp; MARINADES</b></p> <p>A. Types of Brines</p> <p>B. Preparation of Brines</p> <p>C. Methods of Curing</p> <p>D. Types of Marinades</p> <p>E. Uses of Marinades</p> <p>F. Difference between Brines, Cures &amp; Marinades</p> <p><b>IV. HAM, BACON &amp; GAMMON</b></p> <p>A. Cuts of Ham, Bacon &amp; Gammon.</p> <p>B. Differences between Ham, Bacon &amp; Gammon</p> <p>C. Processing of Ham &amp; Bacon</p> <p>D. Green Bacon</p> <p>E. Uses of different cuts</p> <p><b>V. GALANTINES</b></p> <p>A. Making of galantines</p> <p>B. Types of Galantine</p> <p>C. Ballotines</p>	10	30%
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	<p><b>VI. PATES</b></p> <ul style="list-style-type: none"> <li>A. Types of Pate</li> <li>B. Pate de foiegras</li> <li>C. Making of Pate</li> <li>D. Commercial pate and Pate Maison</li> <li>E. Truffle – sources, Cultivation and uses and Types of truffle.</li> </ul> <p><b>VII. MOUSE &amp; MOUSSELINE</b></p> <ul style="list-style-type: none"> <li>A. Types of mousse</li> <li>B. Preparation of mousse</li> <li>C. Preparation of mousseline</li> <li>D. Difference between mousse and mousseline</li> </ul> <p><b>VIII. CHAUDFROID</b></p> <ul style="list-style-type: none"> <li>A. Meaning of Chaudfroid</li> <li>B. Making of chaudfroid &amp; Precautions</li> <li>C. Types of chaudfroid</li> <li>D. Uses of chaudfroid</li> </ul> <p><b>IX. ASPIC &amp; GELEE</b></p> <ul style="list-style-type: none"> <li>A. Definition of Aspic and Gelee</li> <li>B. Difference between the two</li> <li>C. Making of Aspic and Gelee</li> <li>D. Uses of Aspic and Gelee</li> </ul> <p><b>X. QUENELLES, PARFAITS, ROULADES</b></p> <p>Preparation of Quenelles, Parfaits and Roulades</p>		
3	<p><b>APPETIZERS &amp; GARNISHES</b></p> <ul style="list-style-type: none"> <li>A. Classification of Appetizers</li> <li>B. Examples of Appetizers</li> <li>C. Historic importance of culinary Garnishes</li> <li>D. Explanation of different Garnishes</li> </ul>	10	10%

4	<b>SANDWICHES</b> <ul style="list-style-type: none"> <li>A. Parts of Sandwiches</li> <li>B. Types of Bread</li> <li>C. Types of filling –classification</li> <li>D. Spreads and Garnishes</li> <li>E. Types of Sandwiches</li> <li>F. Making of Sandwiches</li> <li>G. Storing of Sandwiches</li> </ul>	10	10%
5	<b>CHOCOLATES</b> <ul style="list-style-type: none"> <li>A. Types of chocolate</li> <li>B. Tempering of chocolate and its application</li> <li>C. Uses of chocolate</li> <li>D. Storage of chocolate</li> </ul> <b>LAMINATED PASTRIES</b> <ul style="list-style-type: none"> <li>A. Puff pastry</li> <li>B. Method of making puff pastry</li> <li>C. Inverted puff pastry</li> <li>D. Uses of puff pastry</li> <li>E. Preparation of puff pastry</li> <li>F. Danish pastry and croissant</li> </ul>	05	10%
	<b>Total</b>	45	100%

**Books recommended:**

The Larder Chef, M.J.Leto&W.H.K.Bode, Butterworth Heinemann  
 Larousse Gastronomique-Cookery Encyclopedia Paul Hamlyn  
 Professional Chef's-Art of Garde Manger (4th Edition) Frederic H.Semerschmid and John F.Nicolas  
 Professional baking, Wayne Glasslen Classical food preparation & presentation, W.K.H.Bode  
 Classical Recipes of the World, Smith, Henry  
 Professional Pastry Chef, Bo Friberg, John Wiley  
 The New Catering Repertoire, Vol. I, H.L.Cracknell&G.Nobis, Macmillan  
 The Creative Art of Garnishes, Yvette Stachowiak, Bedford Editions

**End Semester Examination Pattern:**

There will be Four parts; Part A,B,C&D.

Part A contains 10 questions with 2 questions from each module, having 1 mark for each question. Students should answer all questions

Part B contains 10 questions with 2 questions from each module, having 2 marks for each question. Students should answer all questions

Part C Contains 08 questions with four questions from module 1, three questions from module 2, One questions from module 5, having 5 marks for each question. Students should answer any four questions

Part D Contains two set of questions, first set contain 08 questions with four questions from module 1, three questions from module 2 and one questions from module 5 having 10 marks for each question. Students should answer any three questions, second set of question contains 02 questions with one question from module 1 and second question from module 2 having 10 marks for each question, Students should answer both questions

Reg No.: \_\_\_\_\_

Name: \_\_\_\_\_

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY  
FIFTH SEMESTER BACHELOR OF HOTEL MANAGEMENT &  
CATERING TECHNOLOGY (BHMCT) EXAMINATION

Course Code: FPT 305

Course Name: FOOD PRODUCTION OPERATIONS-III

Max. Marks: 100

Duration: 3 Hours

**Part A contains 10 questions having 1 mark for each question.**

**Students should answer all questions**

1. The person in charge in larder kitchen is known as ----- (1)
- 2 .The complete hygienic standards are followed as per ----- (1)
- 3 The major purpose of processing meat is to----- them. (1)
4. Casing permits deeper smoke penetration. (1)
5. -----are mostly used as topping of tofu & miso soup (1)
- 6 . The large canapés are termed as----- (1)
7. Bread is best stored at room temperature ----- degree c (1)
8. -----knife is used for spreading. (1)
- 9 .chocolate bloom is caused by storage temperature exceeding -----degree C (1)
10. -----are a type of pastry in the shape of a crescent. (1)

**Part B contains 10 questions having 2 marks for each question.**

**Students should answer all questions**

11. Define the term “larder kitchen”. (2)
12. What you mean Casing? (2)
13. What is Force meat? (2)
14. What is the refrigeration equipments used in larder kitchen? (2)

15. Define the term canapé? (2)
16. Define the term 'appetizer'? (2)
17. What are the types of garnishes used in dessert and sweets? (2)
18. Write a note on inverted puff pastry? (2)
19. What is croissant? (2)
20. Explain tempering of chocolate? (2)

**Part C Contains 08 questions having 5 marks for each question. Students should answer any four questions**

21. Explain the duties & responsibility of Chef Garde manger? (5)
22. Write a short note on the essentials of larder control? (5)
23. List down the function of larder section? (5)
24. Explain (a) Yield percentage. (5)  
(b) Yield testing.
25. Distinguish between mousse & mousse line? (5)
26. Explain the different methods of forcemeat preparation? (5)
27. List down the types of casings used in preparation of sausage? (5)
28. Explain the preparation of puff pastry? (5)

**Part D Contains two set of questions, first set contain 06 questions having 10 marks for each question.**

**Students should answer any three questions; second set of question contains 02 Questions having 10 marks for each question, Students should answer both questions**

29. Explain the various preparations prepared in larder section in detail. ? (10)
30. What is the importance of larder control & devising larder control system? (10)
31. What are the different types of deep freezer? Explain thawing of the frozen foods? (10)
32. Explain the classification of appetizers and its uses with example? (10)
33. Explain the different types of sandwiches and its preparation? (10)
34. Explain about: A. Laminated puff pastry. C. Uses of chocolate. (10)  
B. Danish pastry. D. Storage of chocolate.

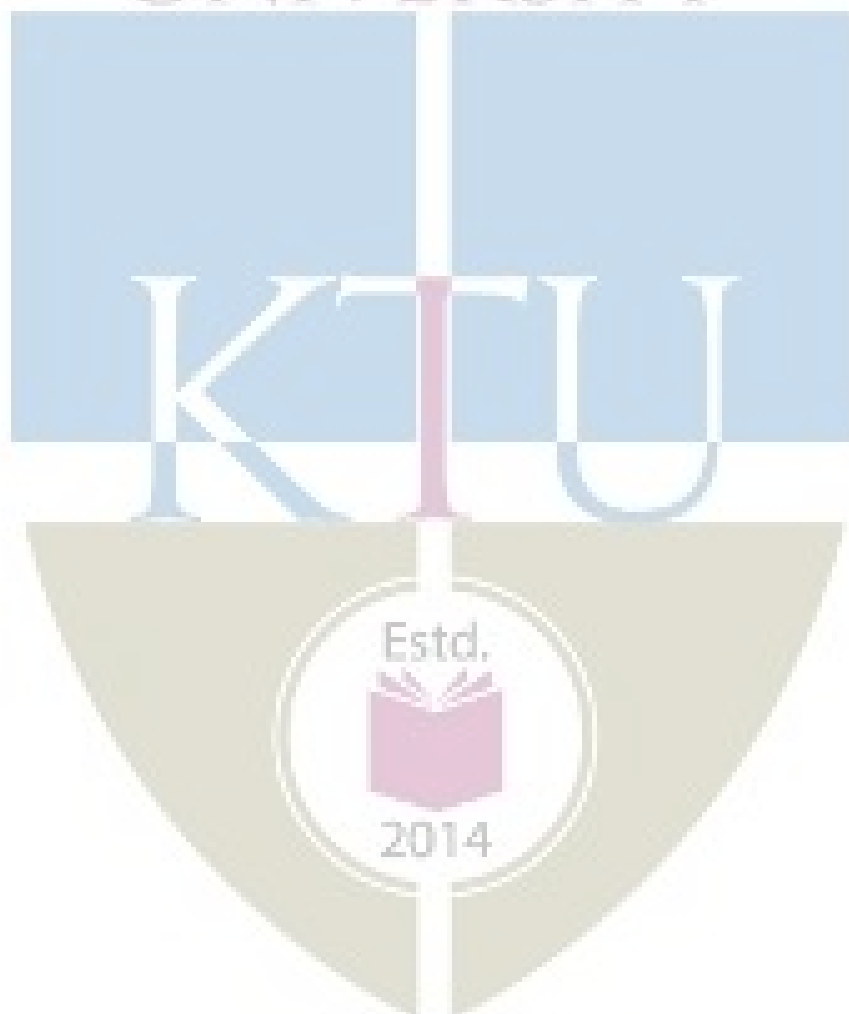


**Answer the questions, each carries 10 marks.**

35. Draw the layout of a typical larder & list the equipment required and its uses .Explain?(10)

36. Explain the types of forcemeat and its handling and storage? (10)

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<b>FOOD PRODUCTION PRACTICE - V</b>		
<b>Course code: FPP305</b>		<b>Semester :V</b>
Duration :60 Hrs		Maximum Marks:100 Marks
<b>Teaching Scheme</b> Practical : 4hrs /week Credit : 2		<b>Evaluation Scheme</b> Internal Exam: 15 Marks Assignment/Quiz/Mini Project: 15 Marks End Semester Exam: 70 Marks
<b>SL:NO</b>	<b>Menu</b>	<b>Hours</b>
1	<b><u>MENU 01</u></b> <ul style="list-style-type: none"> <li>• Consommé Carmen</li> <li>• Poulet Sauté Chasseur</li> <li>• Pommes Loretta</li> <li>• Haricots Verts</li> </ul>	4
2	<b><u>MENU 02</u></b> <ul style="list-style-type: none"> <li>• BisqueD'écrevisse</li> <li>• Escalope De Veauviennoise</li> <li>• Pommes Batailles</li> <li>• Epinards au Gratin</li> </ul>	4
3	<b><u>MENU 03</u></b> <ul style="list-style-type: none"> <li>• Crème DuBarry</li> <li>• Darne De Saumon Grille</li> <li>• Sauce paloise</li> <li>• Pommes Fondant</li> <li>• Petits Pois A LaFlamande</li> </ul>	4
4	<b><u>MENU 04</u></b> <ul style="list-style-type: none"> <li>• Veloute Dame Blanche</li> <li>• Cote De PorcCharcuterie</li> <li>• Pommes De Terre A LaCrème</li> <li>• Carottes Glace Au Gingembre</li> </ul>	4
5	<b><u>MENU 05</u></b> <ul style="list-style-type: none"> <li>• Cabbage Chowder</li> <li>• Poulet A LaRex</li> <li>• Pommes Marguises</li> <li>• Ratatouille</li> </ul>	4
6	<b><u>MENU 06</u></b> <ul style="list-style-type: none"> <li>• Barquettes Assortis</li> <li>• Stroganoff DeBoeuf</li> <li>• Pommes Persilles</li> <li>• Riz Pilaf</li> </ul>	4
7	<b><u>MENU 07</u></b> <ul style="list-style-type: none"> <li>• Duchesse Nantua</li> <li>• Poulet Maryland</li> <li>• Croquette Potatoes</li> </ul>	4

	<ul style="list-style-type: none"> <li>Banana fritters</li> <li>Corn gallets</li> </ul>	
8	<b><u>MENU 08</u></b> <ul style="list-style-type: none"> <li>Kromeskies</li> <li>Filet De Sols Walweska</li> <li>Pommes Lyonnaise</li> <li>Funghi Marirati</li> </ul>	4
9	<b><u>MENU 09</u></b> <ul style="list-style-type: none"> <li>Vol-Au-Vent De Volaille EtJambon</li> <li>Poulet a lakiev</li> <li>Creamy Mashed Potatoes</li> <li>Butter tossed green peas</li> </ul>	4
10	<b><u>MENU 10</u></b> <ul style="list-style-type: none"> <li>QuicheLorraine</li> <li>RoastLamb</li> <li>Mintsauce</li> <li>PommesParisienne</li> </ul>	4
11	<b>Plus 5 Buffets</b> <ul style="list-style-type: none"> <li>Cold Buffet</li> <li>Hot Continental</li> <li>Hot Indian</li> <li>Buffet Desserts</li> <li>Bread Displays</li> </ul>	20
	<b>Total</b>	60

Estd.



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<b>BAKERY &amp; CONFECTIONERY PRACTICE - III</b>		
<b>Course code: BACP305</b>		<b>Semester :V</b>
Duration :60 Hrs		Maximum Marks:100 Marks
<b>Teaching Scheme</b> Practical: 4 Hrs/Week Credit : 2		<b>Evaluation Scheme</b> Internal Exam: 15 Marks Assignment/Quiz/Mini Project: 15 Marks End Semester Exam: 70 Marks
<b>S.No.</b>	<b>Topic</b>	<b>Contact hours</b>
1	Brioche Baba au Rhum	4
2	Soft Rolls Chocolate Parfait	4
3	French Bread Tarte Tartin	4
4	Garlic Rolls Crêpe Suzette	4
5	Harlequin Bread Chocolate Cream Puffs	4
6	Foccacia Crème Brûlée	4
7	Vienna Rolls Mousse Au Chocolat	4
8	Bread Sticks Souffle Milanaise	4
9	Brown Bread Pâte Des Pommes	4
10	Clover LeafRolls Savarin desfruits	4
11	Whole Wheat Bread Charlotte Royal	4
12	Herb & Potato Loaf Doughnuts	4
13	Milk Bread Gateaux des Peache	4
14	Ciabatta ChocolateBro wnie	4
15	Buffet desserts Modern Plating Styles	4
<b>TOTAL</b>		<b>60</b>

<b>FOOD &amp; BEVERAGE SERVICE OPERATION- III</b>			
<b>Course Code :FBST305</b>		<b>Semester- V</b>	
<b>Duration :30 hrs</b>		<b>Maximum Marks :100</b>	
<b>Teaching Scheme</b> Theory : 2hrs /week Credit :2		<b>Evaluation Scheme</b> Internal Exam: 15 Marks Assignment/ Quiz/Mini Project: 15 Marks End Semester Exam: 70 Marks	
SL:NO	Contents	Hours	Weightage %
1	<b>PLANNING &amp; OPERATING VARIOUS F&amp;B OUTLET</b> <ul style="list-style-type: none"> <li>Physical layout of functional and ancillary areas</li> <li>Objective of a good layout</li> <li>Steps in planning</li> <li>Factors to be considered while planning</li> <li>Calculating space requirement</li> <li>Various set ups for seating</li> <li>Planning staff requirement</li> <li>Points to be considered while Menu planning</li> <li>Constraints of menu planning</li> <li>Selecting and planning of heavy duty and light equipment</li> <li>Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc.</li> <li>Suppliers &amp; manufacturers</li> <li>Approximate cost</li> <li>Planning Décor, furnishing fixture etc.</li> </ul>	10	30%
2	<b>FUNCTION CATERING BANQUETS</b> <ul style="list-style-type: none"> <li>History</li> <li>Types</li> <li>Organisation of Banquet department</li> <li>Duties &amp; responsibilities</li> <li>Sales</li> <li>Booking procedure</li> <li>Banquet menus</li> </ul>	05	15%

3	<b>BANQUET PROTOCOL</b> <ul style="list-style-type: none"> <li>• Space Area requirement</li> <li>• Table plans/arrangement</li> <li>• Misc-en-place</li> <li>• Service</li> <li>• Toasting</li> </ul>	05	15%
4	<b>INFORMAL BANQUET</b> <ul style="list-style-type: none"> <li>• Reception</li> <li>• Cocktail parties</li> <li>• Convention</li> <li>• Seminar</li> <li>• Exhibition</li> <li>• Fashion shows</li> <li>• Trade Fair</li> <li>• Wedding</li> <li>• Outdoor catering</li> </ul>	05	15%
5	<b>FUNCTION CATERING BUFFETS</b> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Factors to plan buffets</li> <li>• Area requirement</li> <li>• Planning and organisation</li> <li>• Sequence of food</li> <li>• Menu planning</li> <li>• Types of Buffet</li> <li>• Display</li> <li>• Sit down</li> <li>• Fork, Finger, Cold Buffet</li> <li>• Breakfast Buffets</li> <li>• Equipment</li> <li>• Supplies</li> <li>• Checklist</li> </ul>	05	20%

	<b>ROOM SERVICE</b> <ul style="list-style-type: none"> <li>• Taking the order</li> <li>• Routing the order</li> <li>• Preparing the order</li> <li>• Delivering the order</li> </ul>		05%
	<b>Total</b>	30	100%
<b>Reference Books:</b> <ul style="list-style-type: none"> <li>• Food &amp; Beverage Service Training Manual-Sudhir Andrews</li> <li>• Food &amp; Beverage Service –Lillicrap&amp;Cousins</li> <li>• Modern Restaurant Service –JohnFuller</li> <li>• Food &amp; Beverage Service Management-Brian Varghese</li> <li>• Introduction F&amp; B Service-Brown, Heppner &amp; Deegan</li> <li>• Professional Food &amp; BeverageService Management –BrianVarghese</li> <li>• The World Of Wines, Spirits &amp;Beers-H.Berberoglu</li> <li>• Beverage Book –Andrew, Dunkin &amp;Cousins</li> <li>• Professional Guide to Alcoholic Beverages— Lipinski</li> <li>• Alcoholic Beverages –Lipinski &amp;Lipinski</li> </ul>			

#### End Semester Examination Pattern:

There will be Four parts; Part A,B,C&D.

Part A contains 10 questions with 2 questions from each module, having 1 mark for each question. Students should answer all questions

Part B contains 10 questions with 2 questions from each module, having 2 marks for each question. Students should answer all questions

Part C Contains 08 questions with three questions from module 1, Each questions from module 2,3&4, and two questions from module 5, having 5 marks for each question. Students should answer any four questions

Part D Contains two set of questions, first set contain 08 questions with three questions from module 1, Each questions from module 2,3&4 and two questions from module 5, having 10 marks for each question. Students should answer any three questions, second set of question contains 02 questions with one questions from module 1 and second question from module 5, having 10 marks for each question, Students should answer both questions

Reg No.: \_\_\_\_\_

Name: \_\_\_\_\_

**APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY**

Fifth semester BHMCT examinations

**Course Code: FBST305****Course Name: FOOD AND BEVERAGE SERVICE OPERATIONS - III**

Max. Marks: 100

Duration: 3 Hours

**PART A***Answer all questions, each carries 1 marks.*

1. Menu is otherwise called----- (1)
2. Lay out means (1)
3. Two types of banquet are (1)
4. Function sheet is otherwise known as (1)
5. Banquet protocol is usually followed in-----banquet (1)
6. Sit down buffet is otherwise called (1)
7. Outdoor catering means (1)
8. Informal function can be classified as (1)
9. Standing buffet is otherwise called (1)
10. Two types of room service is-----and----- (1)

**PART B***Answer all questions, each carries 2 marks.*

11. Define par stock (2)
12. What do you mean by a good layout? (2)
13. What is function book? (2)
14. What do you mean by informal banquet? (2)
15. What do you mean by toasting? (2)
16. What is banquet protocol? (2)
17. What is a cocktail party? (2)
18. What is a seminar? (2)
19. What do you mean by display buffet? (2)
20. List 4 equipments used in banquet (2)



**PART C**

*Answer any four questions, each carries 5 marks.*

21. What are the objectives of a good layout ? (5)
22. Write down Factors to be considered while purchasing equipment? (5)
23. Points to be noted while booking a function? (5)
24. Describe about the various seating patterns and styles? (5)
25. Describe about the procedure for toast at formal wedding (5)
26. What are points to be noted while planning outdoor catering? (5)
27. Write short note on breakfast? (5)
28. Describe about the different types of room service? (5)

**PART D**

*Answer any three questions, each carries 10 marks.*

29. Factors to be considered while planning a food and beverage outlet? (10)
30. Factors to be considered while planning the menu? (10)
31. How do you calculate the quality and purchase specification of table ware? (10)
32. Draw the organizational hierarchy of Banquet department and explain the duties of banquet manager? (10)
33. Explain the service procedure for state banquet? (10)
34. Describe the various types of buffet? (10)

*Answer the questions, each carries 10 marks.*

35. Explain about the planning of interior decoration in food and beverage outlet? (10)
36. Explain in detail about the informal banquet? (10)

<b>FOOD &amp; BEVERAGE SERVICE PRACTICE – V</b>		
<b>Course code: FBSP305</b>		<b>Semester : V</b>
<b>Duration : 60 Hrs</b>		<b>Maximum Marks :100</b>
<b>Teaching Scheme</b> Practical : 4Hrs/week Credit : 2		<b>Evaluation Scheme</b> Internal Exam: 15 Marks Assignment/ Quiz/Mini Project: 15 Marks End Semester Exam: 70 Marks
<b>Contents</b>		<b>Hours</b>
1	<b>Planning &amp; Operating Food &amp; Beverage Outlets</b> <u>Class room Exercise</u> <ul style="list-style-type: none"> <li>Developing Hypothetical Business Model of Food &amp; Beverage Outlets</li> <li>Case study of Food &amp; Beverage outlets - Hotels &amp; Restaurants</li> </ul>	20
2	<b>Function Catering – Banquets</b> <ul style="list-style-type: none"> <li>Planning &amp; organizing Formal &amp; Informal Banquets</li> <li>Planning &amp; organizing Outdoor caterings</li> </ul>	20
3	<b>Function Catering – Buffets</b> <ul style="list-style-type: none"> <li>Planning &amp; organizing various types of Buffet</li> </ul>	10
4	<b>Kitchen Stewarding</b> <ul style="list-style-type: none"> <li>Using &amp; operating Machines</li> <li>Exercise – physical inventory</li> </ul>	10
<b>Total</b>		<b>60</b>



<b>ACCOMODATION OPERATION MANAGEMENT- I</b>			
<b>Course code: AOMT305</b>		<b>Semester : V</b>	
Duration : 30 Hrs		Maximum Marks :100	
<b>Teaching Scheme</b> Theory : 2 Hrs/Week Credit : 2		<b>Evaluation Scheme</b> Internal Exam: 15 Marks Assignment/ Quiz/Mini Project: 15 Marks End Semester Exam: 70 Marks	
<b>S.No.</b>	<b>Topic</b>	<b>Hours</b>	<b>Weightage%</b>
01	<b>PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT</b> <ul style="list-style-type: none"> <li>A. Area inventory list</li> <li>B. Frequency schedules</li> <li>C. Performance and Productivity standards</li> <li>D. Time and Motion study in House Keeping operations</li> <li>E. Standard Operating manuals – Job procedures</li> <li>F. Job allocation and works schedules</li> <li>G. Calculating staff strengths &amp; Planning duty rosters, teamwork and leadership in House Keeping</li> <li>H. Training in HKD, devising training programmes for HK staff</li> <li>I. Inventory level for non recycled items</li> <li>J. Budget and budgetary controls</li> <li>K. The budget process</li> <li>L. Planning capital budget</li> <li>M. Operating budget – controlling expenses – income statement</li> <li>N. Purchasing systems – methods of buying</li> <li>Stock records – issuing and control</li> </ul>	10	40%
02	<b>SAFETY AND SECURITY</b> <ul style="list-style-type: none"> <li>A. Work environment safety and job safety analysis</li> <li>B. Potential hazards in housekeeping operations</li> <li>C. Safety awareness and accident prevention</li> <li>D. Fire safety and firefighting</li> <li>E. Crime prevention and dealing with emergency situation</li> </ul>	05	10%
03	<b>ERGONOMICS IN HOUSEKEEPING</b> <ul style="list-style-type: none"> <li>A. Principles of ergonomics</li> <li>B. Ergonomics in housekeeping               <ul style="list-style-type: none"> <li>• Significance and need of ergonomics in housekeeping</li> <li>• Analysis of risk factors in housekeeping: ergonomical perspective</li> <li>• Mitigation of risk in housekeeping by applying ergonomic principles</li> </ul> </li> </ul>	05	15%

04	<b>WASTE MANAGEMENT</b> A. 3R's of waste management B. Garbage segregation C. Disposal D. Composting E. Energy Generation	05	20%
05	<b>ECO-FRIENDLY PRACTICES</b> A. Housekeeping role in a green property B. Guest Supplies C. Cleaning Agents D. System of certifying an Ecotel	05	15%
<b>TOTAL</b>		<b>30</b>	<b>100%</b>

### End Semester Examination Pattern:

There will be Four parts; Part A,B,C&D.

Part A contains 10 questions with 2 questions from each module, having 1 mark for each question. Students should answer all questions

Part B contains 10 questions with 2 questions from each module, having 2 marks for each question. Students should answer all questions

Part C Contains 08 questions with three questions from module 1, each question from module 2,3&5 and two questions from module 4, having 5 marks for each question. Students should answer any four questions

Part D Contains two set of questions, first set contain 08 questions with three questions from module 1,each questions from module 2,3,5 and two questions from module 4 having 10 marks for each question. Students should answer any three questions, second set of question contains 02 questions with one question from module 1 and second question from module 4, having 10 marks for each question, Students should answer both questions

Reg No.: \_\_\_\_\_

Name: \_\_\_\_\_

**APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY**  
Fifth semester BHMCT examinations

Course Code: AOMT 305

Course Name: Accommodation Operations Management -I

Max. Marks: 100

Duration: 3 Hours

Marks

**PART A***Answer all questions, each carries 1 marks.*

1. -----is known as AIL (1)
2. The standard number of each inventories is known as ----- (1)
3. Linen is a ----- inventory (1)
4. GRA means ----- (1)
5. Bathroom tumblers is also known as ----- (1)
6. HAZAMAT----- (1)
7. Disease causing organisms is known as ----- (1)
8. Destroying an entire pest population is known as ----- (1)
9. MSDS ----- (1)
10. CPR----- (1)

**PART B***Answer all questions, each carries 2 marks.*

11. What do you mean by amenities? (2)
12. Differentiate recycled and recycled inventories? (2)
13. What is a productivity standard? (2)
14. What is key control? (2)
15. What is the term safety means ? (2)
16. What is a first aid? (2)
17. What is waste management? (2)
18. Define Biodegradable? (2)
19. What is HVAC? (2)
20. Explain about guest loan items? (2)

**PART C***Answer any four questions, each carries 5 marks.*

21. Explain planning of documents Area inventory list, Frequency schedule, Productivity standards (5)
22. Write about time and motion studies? (5)
23. Explain about the different fixtures in a guest room? (5)
24. What are the steps to be taken by an employee in a fire emergency? (5)
25. What is vermin composting? (5)
26. Write about continuous pest? (5)

27. Explain about biogas? (5)  
 28. What is Ecotels? (5)

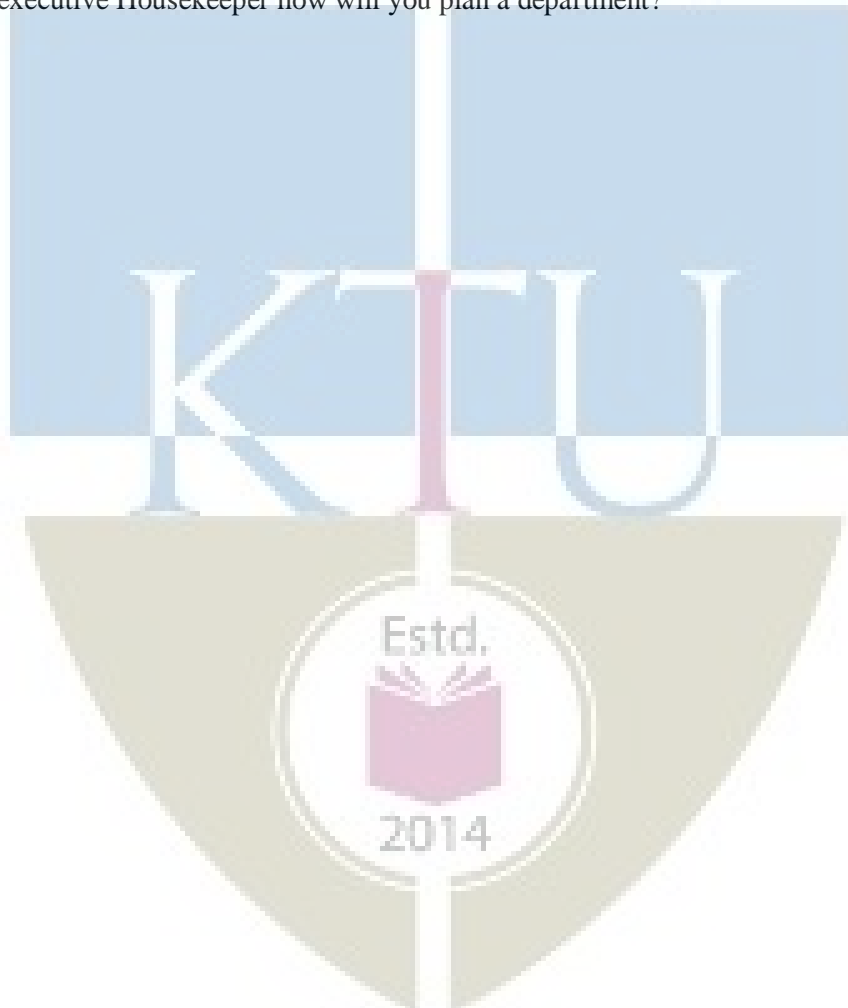
**PART D**

*Answer any three questions, each carries 10 marks.*

29. How is the performance standards achieved in Housekeeping operations? (10)  
 30. Explain the importance of applying ergonomic principles in Housekeeping ? (10)  
 31. What are pests? (10)  
 32. Write a short note on waste disposal? (10)  
 33. What are the 3R s in environmental conservations? (10)  
 34. Define ecotels, what are the criteria for the certifications of ecotels? (10)

*Answer the questions, each carries 10 marks.*

35. What are the principles of ergonomics (10)  
 36. As an executive Housekeeper how will you plan a department? (10)



<b>ACCOMODATION OPERATION MANAGEMENT PRACTICE - I</b>		
<b>Course code: AOMP305</b>		<b>Semester : V</b>
<b>Duration : 60 Hrs</b>		<b>Maximum Marks :100</b>
<b>Teaching Scheme</b> Practical : 4Hrs/Week Credit : 2		<b>Evaluation Scheme</b> Internal Exam: 15 Marks Assignment/ Quiz/Mini Project: 15Marks End Semester Exam: 70 Marks
<b>S.No</b>	<b>Topic</b>	<b>Hours</b>
1	<b>Team cleaning</b> <ul style="list-style-type: none"> <li>• Planning</li> <li>• Organizing</li> <li>• Executing</li> <li>• Evaluating</li> </ul>	15
2	<b>Inspection checklist</b>	10
3	<b>Time and motion study</b> <ul style="list-style-type: none"> <li>• Steps of bed making</li> <li>• Steps in servicing a guest room etc</li> </ul>	10
4	<b>Devising/ designing training module</b> <ul style="list-style-type: none"> <li>• Refresher training(5days)</li> <li>• Induction training(2days)</li> <li>• Remedial training(5days)</li> </ul>	15
5	<b>Conception and designing of guest room including making floor plans, wall elevations and finally creating 3d models of guestroom/public area</b>	10
<b>TOTAL</b>		<b>60</b>

Estd.



2014

<b>FRONT OFFICE MANAGEMENT- I</b>			
<b>Course code: FOMT 305</b>		<b>Semester : V</b>	
<b>Duration : 30 Hrs</b>		<b>Maximum Marks :100</b>	
<b>Teaching Scheme</b> Theory : 2Hrs/Week Credit : 2		<b>Evaluation Scheme</b> Internal Exam: 15 Marks Assignment/ Quiz/Mini Project: 15 Marks End Semester Exam: 70 Marks	
<b>S.No:</b>	<b>Topic</b>	<b>Hours</b>	<b>Weightag%</b>
01	<b>SALES &amp; MARKETING DEPARTMENT</b> A. Role of Sales B. Marketing Department in hotels C. Co-ordination with Front Office D. Concept of MICE MICE destinations	05	20%
02	<b>HOTEL SALES</b> A. Selling concept B. Selling techniques (up selling, cross-selling) C. Sales call, closing the call D. Internal/in-house sales promotion, merchandising E. Direct sales-travel agents, tour operators, hotel booking agencies, internet, tourist information counter at airports, direct mail etc	10	30%
03	<b>ACCOMODATION MANAGEMENT ASPECTS</b> A. Effective use of SOP's in front office department. B. Establishing standards, monitoring performance, C. Tariff decisions D. Cost & pricing-Hubbart formula, E. Contribution pricing F. Occupancy & Revenue reports G. Equipment-management & maintenance.	05	20%
04	<b>PERSONNEL MANAGEMENT</b> A. Calculating Staff Requirement, B. Duty Rota C. Selection & Requirement of employees – Attributes	05	20%



	for staff at various levels of hierarchy D. Time & Motion study, work study & work measurements		
05	<b>COMMUNICATION</b> <ul style="list-style-type: none"> <li>• Importance of communication</li> <li>• Methods of communication</li> <li>• Body language and its use in communication</li> <li>• Barriers to communication</li> </ul>	05	10%
	<b>TOTAL</b>	30	100%

### End Semester Examination Pattern:

There will be Four parts; Part A,B,C&D.

Part A contains 10 questions with 2 questions from each module, having 1 mark for each question. Students should answer all questions

Part B contains 10 questions with 2 questions from each module, having 2 marks for each question. Students should answer all questions

Part C Contains 08 questions with two questions from module 1, three questions from module 2, two questions from module 3, one questions from module 5, having 5 marks for each question. Students should answer any four questions

Part D Contains two set of questions, first set contain 08 questions with two questions from module 1,three questions from module 2, each questions from module 3,4&5 having 10 marks for each question. Students should answer any three questions, second set of question contains 02 questions with one questions from module 2 and second question from module 3, having 10 marks for each question, Students should answer both questions

Reg No.: \_\_\_\_\_

Name: \_\_\_\_\_

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY THIRD  
SEMESTER BACHELOR OF HOTEL MANAGEMENT &  
CATERING TECHNOLOGY (BHMCT) EXAMINATION

Course Code: FOMT 305

Course Name: FRONT OFFICE MANAGEMENT- I

Max. Marks: 100

Duration: 3 Hours

**Part A contains 10 questions having 1 mark for each question.**

**Students should answer all questions**

1. Expand MICE. (1)
2. Sales department is headed by \_\_\_\_\_. (1)
3. Explain upselling. (1)
4. Explain cross selling. (1)
5. Explain rack rate. (1)
6. Explain group booking. (1)
7. What is duty roster. (1)
8. 8 Explain handover. (1)
9. What is communication? (1)
10. What is written communication? (1)

**Part B contains 10 questions having 2 marks for each question.**

**Students should answer all questions**

11. Explain role of sales. (2)
- 12 Name 5 MICE destination in India. (2)
- 13 Expalin sales call. (2)
- 14 Explain inhouse sales promotion. (2)
- 15 What is tariff? (2)
- 16 Importance of SOP in front office department. (2)
- 17 Explain different work shifts in FO department. (2)
- 18 Explain time study. (2)
- 19 Explain different methods of communication. (2)
- 20 Name 2 barriers in communication. (2)

**Part C Contains 08 questions having 5 marks for each question. Students should answer any four questions**

- 21 Explain co-ordination of front office with sales and marketing department. (5)
- 22 Explain role of sales. (5)
- 23 Explain different selling techniques. (5)
- 24 Explain travel agent and tour operator. (5)
- 25 Explain Hubbart formula. (5)
- 26 Explain occupancy and revenue report. (5)
- 27 Explain sales call. (5)
- 28 Explain importance of communication. (5)

**Part D Contains two set of questions, first set contain 06 questions having 10 marks for each question. Students should answer any three questions, second set of question contains 02 questions having 10 marks for each question, Students should answer both questions**

- 29 Explain esponsibilities of sales manager. (10)
- 30 Skills required by sales manager. (10)

31 Explain selling techniques. (10)

32 Explain methods of establishing room rates. (10)

33 Draw the hierarchy of large scale hotel of front office department. (10)

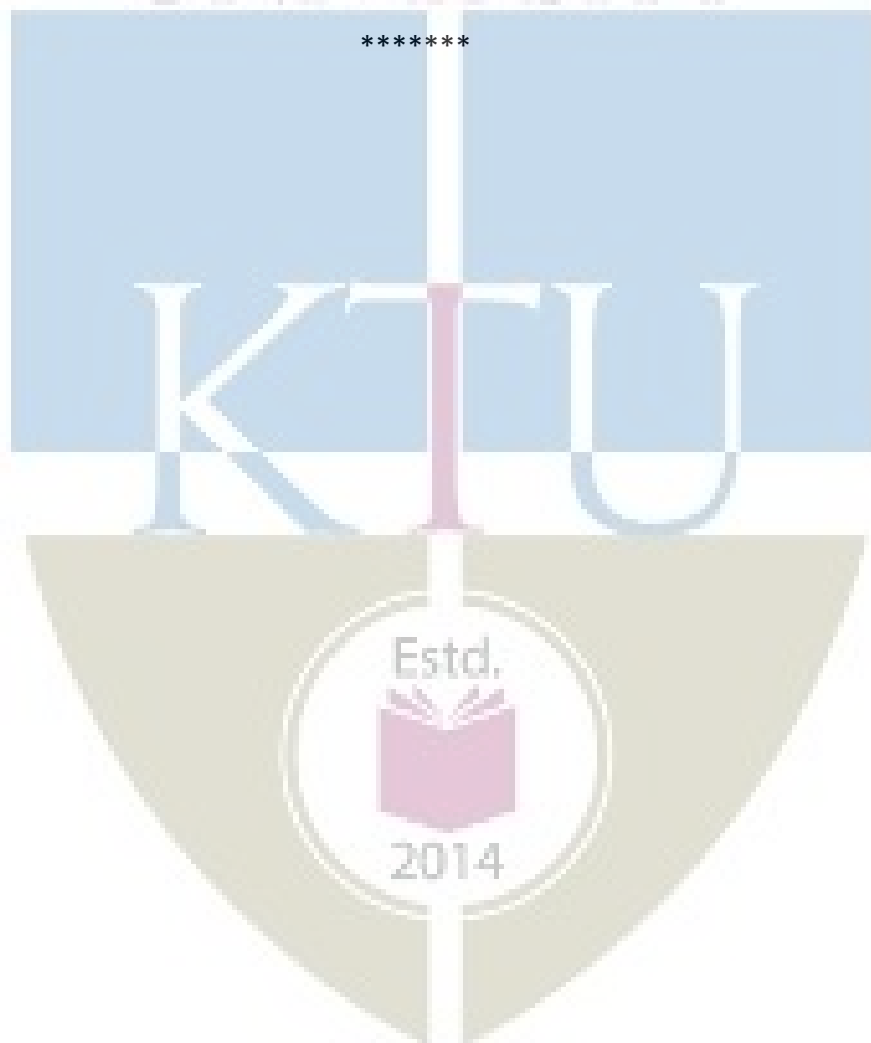
34 Explain the Do's and Don'ts of hotel communication. (10)

**Answer the questions, each carries 10 marks.**

35 Explain different types of direct sales. (10)

36 Explain various factors that play an important role while forecasting room availability. (10)

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<b>FRONT OFFICE MANAGEMENT PRACTICE – I</b>		
<b>Course code: FOMP 305</b>	<b>Semester :V</b>	
<b>Duration : 60 Hrs</b>	<b>Maximum Marks :100</b>	
<b>Teaching Scheme</b> Practical : 4Hrs/Week Credit : 2	<b>Evaluation Scheme</b> Internal Exam: 15 Marks Assignment/ Quiz/Mini Project: 15 Marks End Semester Exam: 70 Marks	
Hands on practice of computer applications on PMS front office procedures such as:		hours
• Night audit,		15
• Income audit,		15
• Accounts		15
• Situation handling – handling guests & internal situations requiring management tactics/strategies		15
	Total	60
<b><u>SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM</u></b>		
10	How to issue a duplicate key	
11	How to extend a key	
12	How to print and prepare registration cards for arrivals	
13	How to programme keys continuously	
14	How to programme one key for two rooms	
15	How to re-programme a key	
16	How to make a reservation	
17	How to create and update guest profiles	
18	How to update guest folio	
19	How to print guest folio	
20	How to make sharer reservation	
21	How to feed remarks in guest history	
22	How to add a sharer	
23	How to make add on reservation	
24	How to amend a reservation	
25	How to cancel a reservation	
26	How to make group reservation	
27	How to make a room change on the system	
28	How to log on cashier code	
29	How to close a bank at the end of each shift	
30	How to put a routing instruction	
31	How to process charges	
32	How to process a guest check out	
33	How to check out a folio	
34	How to process deposit for arriving guest	
35	How to process deposit for in house guest	
36	How to check room rate variance report	

37	How to process part settlements
38	How to tally allowance for the day at night
39	How to tally paid outs for the day at night
40	How to tally forex for the day at night
41	How to pre-register a guest
42	How to handle extension of guest stay
43	Handle deposit and check ins with voucher
44	How to post payment
45	How to print checked out guest folio
46	Check out using foreign currency
47	Handle settlement of city ledger balance
48	Handle payment for room only to Travel Agents
49	Handle of banquet event deposits
50	How to prepare for sudden system shutdown
51	How to checkout standing batch totals
52	How to do a credit check report
53	How to process late charges on third party
54	How to process late charges to credit card
55	How to check out during system shut down
56	Handling part settlements for long staying guest
57	How to handle paymaster folios
58	How to handle bills on hold



<b>FOOD SAFETY MANAGEMENT SYSTEMS</b>			
<b>Course Code :FSMST305</b>		<b>Semester-V</b>	
<b>Duration :60 hrs</b>		<b>Maximum Marks :100</b>	
<b>Teaching Scheme</b> Theory : 4Hrs/Week Credit : 4		<b>Evaluation Scheme</b> Internal Exam: 15 Marks Assignment/ Quiz/Mini Project: 15 Marks End Semester Exam: 70 Marks	
Unit No	Contents	Hours	Weight age%
1.	<b>Module I:</b> <b>Introduction to Food Safety:</b> Food Hazards & Risks, Contaminants and Food Hygiene, Quality control <b>Food microbiology:</b> General characteristics of micro-organisms based on their occurrence and structure, factors affecting their growth in food (intrinsic and extrinsic), common food borne micro-organisms - Bacteria (spores/capsules), Fungi, Viruses, Parasites, those that bring about food spoilage, micro organisms that bring about useful changes in food, fermentation, vinegar	15	40%
2	<b>Module II</b> <b>Food borne diseases:</b> Food poisoning, Food infections, common diseases caused by food borne pathogens, preventive measures. <b>Food preservation:</b> Physical agents in food preservation, Chemical agents in food preservation, Use of low temperature in food preservation, Preservation by drying, Preservation of meat, fish & egg using different methods	15	30%
3	<b>Module III</b> <b>Food adulteration:</b> Definition of adulterated food, Common adulterants in different foods, Detection of food adulterants <b>Food additives:</b> Classification of additives & its role	10	10%
4	<b>Module IV Food standards:</b> The need for food	10	

	laws, Prevention of food adulteration act standards, Fruit product order standards, Agmark standards, Indian standards institution, International – Codex Alimentarius, ISO, Regulatory agencies – WTO, Consumer protection Act <b>Quality Assurance:</b> HACCP, Need, Origin, Principles, terminology, steps / stages, Benefits		10%
5	<b>Module V Hygiene and sanitation in food sector:</b> general principles of food hygiene, general hygiene practices for commodities, equipment, work area and personnel, cleaning and disinfection, waste water & waste disposal <b>Selection and storage of perishable &amp; non-perishable food</b>	10	10%
Total		60	100%
<b>REFERENCES:</b> 1. Modern Food Microbiology by Jay. J. 2. Food Microbiology by Frazier and Westhoff 3. Food Safety by Bhat & Rao 4. Safe Food Handling by Jacob M. 5. Food Processing by Hobbs Betty 6. PFA Rules 7. HACCP-A practical approach - Sara Mortimore & Carol Wallace Chapman & Hall			

### End Semester Examination Pattern:

There will be Four parts; Part A,B,C&D.

Part A contains 10 questions with 2 questions from each module, having 1 mark for each question. Students should answer all questions

Part B contains 10 questions with 2 questions from each module, having 2 marks for each question. Students should answer all questions

Part C Contains 08 questions with four questions from module 1, three questions from module 2, One questions from module 5, having 5 marks for each question. Students should answer any four questions

Part D Contains two set of questions, first set contain 08 questions with four questions from module 1, three questions from module 2, one questions from module 4, having 10 marks for each question. Students should answer any three questions, second set of question contains 02 questions with one questions from module 1 and second question from module 2, having 10 marks for each question, Students should answer both questions



APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY

5<sup>th</sup> BHMCT examinations

FSMST305

FOOD SAFETY MANAGEMENT SYSTEMS

Max. Marks: 100

Duration: 3 Hours

PART A

Answer all questions, each carries 1 marks.

1X10=10

1. \_\_\_\_\_ hazards are either foreign materials unintentionally introduced to food products. (1)
2. \_\_\_\_\_ hazards include microorganisms such as bacteria and viruses. (1)
3. \_\_\_\_\_ is the scientific study of microorganisms, both in food and used for the production of food. (1)
4. \_\_\_\_\_ are a type of biological cell. They constitute a large domain of prokaryotic microorganisms. (1)
5. \_\_\_\_\_ illness can make you feel extremely sick with diarrhea and vomiting many times a day. (1)
6. \_\_\_\_\_ is a genus of Gram-negative bacteria. (1)
7. What is HACCP stands for? (1)
8. What is WTO stands for? (1)
9. What is Refrigerated Storage temperature ? (1)
10. What is mean by non-perishable food ? (1)

PART B

Answer all questions, each carries 2 marks.

2X10=20

11. What is biological food hazard ? (2)
12. What is food contamination ? (2)
13. What is meant by food microbiology? (2)
14. Define Prokaryotic. (2)
15. Explain the term Norovirus. (2)
16. What is foodborne disease? (2)
17. What is mean by Food law. (2)
18. Explain AGMARK STANDARD. (2)
19. What is food hygiene. (2)

20. What is FIFO & FEFO ?

(2)

### PART C

Answer any four questions, each carries 5 marks.

4X5=20

1. What is food hazard ? explain any 2 of the food hazard. (4)
2. What is Bacteria ? (4)
3. What is parasite ? write any 2 example ? (4)
4. Write the INTRINSIC parameters of growth of the micro organisms & explain it. (4)
5. What is salmonella ?explain the prevention for salmonella? (4)
6. What is food poisoning ? (4)
7. Explain the need of the preservation ? (4)
8. Explain about the dry storage room. (4)

### PART D

Answer any three questions, each carries 10 marks.

3X10=30

1. Write a short note on food hazard and explain each hazard with suitable example. (10)
2. Factors affecting the growth of Microorganisms in food. Explain the INTRINSIC & EXTRINSIC parameters. (10)
3. Explain preservation and methods of preservations by drying, physical agents, Low temperature, irradiation and chemical agents. (10)
4. Explain the common adulterants in food. (10)
5. Write a short note HACCP. (10)
6. Write a short note on general principal of food hygiene. (10)

Answer all the questions, each carries 10 marks.

7. Explain the biological, chemical, physical & allergenic hazards with example. (10)
8. Write a short note on food poisoning and Food borne disease. (10)

<b>HUMAN RESOURCE MANAGEMENT</b>			
<b>Course Code :HRMT305</b>		<b>Semester-V</b>	
<b>Duration :45 hrs</b>		<b>Maximum Marks :100</b>	
<b>Teaching Scheme</b> Theory : 3Hrs/Week Credit : 3		<b>Evaluation Scheme</b> Internal Exam: 15 Marks Assignment/ Quiz/Mini Project: 15 Marks End Semester Exam: 70 Marks	
Unit .No	Contents	Hours	Weightage%
1.	Evolution, Role and Status of Human Resource Management in India – Structure and Function of Human Resource Management. • Manpower Planning – Concept, Organisation and Practice, Manpower Planning Techniques – Short-Term and Long-Term Planning.	15	30%
2	• Recruitment and Selection – Job Analysis – Description – Job Specification – Selection Process – Tests and Interviews – Placements and Induction. • Performance Appraisal – Purpose – Factors Affecting Performance Appraisal – Methods and systems of Performance Appraisal.	15	30%
3	• Training and Development – Need and Importance – Assessment of Training Needs – Training And Development of Various Categories of Personnel. • Career Planning and Development – Promotion and Transfers – Retirement and other Separation Process.	05	20%
4	• Grievance procedure – Need for handling grievances – Principles of handling grievances – Individual grievances	05	10%
5	• Punishment – Type of punishment Misconduct - Type of misconduct, Redundancy - Redundancy procedure	05	10%
<b>Total</b>		<b>45</b>	<b>100%</b>

**Reference Books:**

1. ArunMonappa& S. Saiyuddain: Personal Management, Tata McGrawHill.
2. Pramod Verma: Personnel Management in IndianOrganisations.
3. Edwin b. Flippo: Personnel Management, McGrawHill.

**End Semester Examination Pattern:**

There will be Four parts; Part A,B,C&D.

Part A contains 10 questions with 2 questions from each module, having 1 mark for each question. Students should answer all questions

Part B contains 10 questions with 2 questions from each module, having 2 marks for each question. Students should answer all questions

Part C Contains 08 questions with three questions from module 1, three questions from module 2, each questions from module 4&5, having 5 marks for each question. Students should answer any four questions

Part D Contains two set of questions, first set contain 08 questions with three questions from module 1,three questions from module 2, two questions from module 3, having 10 marks for each question. Students should answer any three questions, second set of question contains 02 questions with one questions from module 1 and second question from module 2 having 10 marks for each question, Students should answer both questions

Estd.



2014

Reg No.: \_\_\_\_\_

Name: \_\_\_\_\_

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY FIFTH  
SEMESTER BACHELOR OF HOTEL MANAGEMENT &  
CATERING TECHNOLOGY (BHMCT) EXAMINATION

Course Code: HRMT305

Course Name: HUMAN RESOURCE MANAGEMENT

Max.Marks: 100

Duration: 3Hours

**Part A contains 10 questions having 1 mark for each question.****Students should answer all questions**

1. \_\_\_\_\_ is the process of employing people, training them, compensating them, developing policies relating to them, and developing strategies to retain them. (1)
2. \_\_\_\_\_ is also called Human Resource planning. (1)
3. \_\_\_\_\_ is a collection of task, duties and responsibilities of the employee, which established assignment of an employee to the organisation. (1)
4. \_\_\_\_\_ Tests helps the companies to identify and understand the degree of individual's interest in the job. (1)
5. \_\_\_\_\_ is systematic evaluation of the individual with respect to his or her performance on the job and his or her potential for development . (1)
6. Graphic rating scale method is also known as \_\_\_\_\_ (1)
7. \_\_\_\_\_ refers to a systematic setup where employees are instructed and taught matters of technical knowledge related to their jobs. (1)
8. The type of training involves the movement of the trainee from one job to another is \_\_\_\_\_ (1)
9. \_\_\_\_\_ is a process of systematically matching career goals and individual capabilities with opportunities for their fulfillment. (1)
10. \_\_\_\_\_ is defined as the movement of an employee from one position to another position of a higher pay

**Part B contains 10 questions having 2 marks for each question.**

**Students should answer all questions**

11. Define manpower planning. (2)
12. List out the functions of human resource management. (2)
13. What is placement? (2)
14. What is management by objective? (2)
15. What is off the job training? (2)
16. What is career planning (2)
17. Define grievance. (2)
18. What is grievance handling procedure? (2)
19. What is misconduct? (2)
20. What is redundancy? (2)

**Part C Contains 08 questions having 5 marks for each question. Students should answer any four questions**

21. Briefly explain the history of human resource management (5)
22. What are the different steps in manpower planning? (5)
23. Explain the role and scope of Human resource management (5)
24. What is recruitment and explain the different sources of recruitment? (5)
25. Write short notes on job description, job analysis and job specification.' (5)
26. Describe the performance appraisal process, (5)
27. What are the reasons for occurring grievances? (5)
28. What is redundancy and explain the different types of redundancy. (5)

**Part D Contains two set of questions, first set contain 06 questions having 10 marks for each question. Students should answer any three questions, second set of question contains 02 questions having 10 marks for each question, Students should answer both questions**

29. Define manpower planning and explain the different types of manpower planning. (10)
30. Explain the different selection tests used in a selection process (10)
31. Explain the concept of interview and the various types of interviews. (10)
32. Describe the different methods of training (10)
33. Write an account on the performance appraisal methods in the organization (10)
34. Elaborate the different phases of career planning process. (10)

**Answer the questions, each carries 10 marks.**

35. What are the different functions of human resource management?  
Explain each function in short note (10)
36. Write the selection process in detail (10)

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# **SEMESTER -6**



<b>FOOD PRODUCTION OPERATIONS - IV</b>			
<b>Course code: FPT306</b>		<b>Semester : 6</b>	
<b>Duration: 60hrs</b>		<b>Maximum mark:100</b>	
<b>Teaching Scheme</b> Theory : 4hrs /week Credit : 4		<b>Examination Scheme</b> Internal Exam: 15 Marks Assignment/ Quiz/Mini Project:15 Marks End Semester Exam: 70 Marks	
<b>S.No</b>	<b>Topic</b>	<b>Hours</b>	<b>Weightage%</b>
01	<b>INTERNATIONAL CUISINE</b> Geographic location, historical background, staple food with regional influences, Specialities, recipes in relation to: Great Britain, France, Italy, Spain & Portugal, Scandinavia, Germany, Middle East, Arabic. <b>CHINESE</b> A. Introduction to Chinese foods B. Historical background C. Regional cooking styles D. Methods of cooking E. Equipment & utensils	14	20%
02	<b>ORIENTAL CUISINE</b> Introduction to South East Asia foods, Chinese, Thai, Vietnam, Japanese. Historical background, Regional cooking styles, Methods of cooking, Equipment & utensils	12	20%
03	<b>BUFFET PREPARATION</b> Principle of buffet presentation, types of buffet setup & design, menu development for buffet, replenishment of buffet, enhanced buffet presentation <b>FOOD PRESENTATION PRINCIPLES</b> Basic presentations, Modern Perspectives, Use of technology, Contemporary plates, Unconventional garnishes, Role & uses of garnishes Food Styling- Food photography & problems therein, Use of non-edible components, Role of dimension	12	20%
04	<b>USE OF WINE AND HERBS IN COOKING</b> Ideal uses of wine in cooking, classification of herbs, ideal uses of herbs in cooking <b>PRODUCTION MANAGEMENT</b> A. Kitchen Organisation B. Allocation of Work - Job Description, Duty Rosters C. Production Planning D. Production Scheduling	12	20%

	E. Production Quality & Quantity Control F. Forecasting & Budgeting G. Yield Management		
05	<b>PRODUCTION &amp; RESEARCH DEVELOPMENT</b>  A. Testing new equipment, B. Developing new recipes C. Food Trails D. Organoleptic & Sensory Evaluation  <b>NON EDIBLE DISPLAYS</b> A. Ice carvings B. Tallow sculpture C. Fruit & vegetable displays	10	20%
	Total	60	100%

**References book:**

- Theory of catering-victor cessarani
- Professional chef-culinary institute of America
- Theory of catering-krishna aurora
- Modern Cookery for Teaching & Trade, Ms. Thangam Philip, Orient Longman
- Larousse Gastronomique-Cookery Encyclopedia Paul Hamlyn
- A Taste of India, Madhur Jaffrey, Pavillion
- Prashad, Cooking with Masters, J. Inder Singh Kalra, Allied
- The Larder Chef, M.J. Leto & W.H.K. Bode, Butterworth Heinemann
- Professional Chef's-Art of Garde Manger (4th Edition) Frederic H. Semerschmid
- Professional Pastry Chef, Bo Friberg, John Wiley
- The New Catering Repertoire, Vol. I, H.L. Cracknell & G. Nobis

**Continuous Internal Evaluation Pattern**

Continuous Assessment Test (2 numbers)	: 15 marks
Assignment/Quiz/Course project	: 15 marks

**End Semester Examination Pattern:**

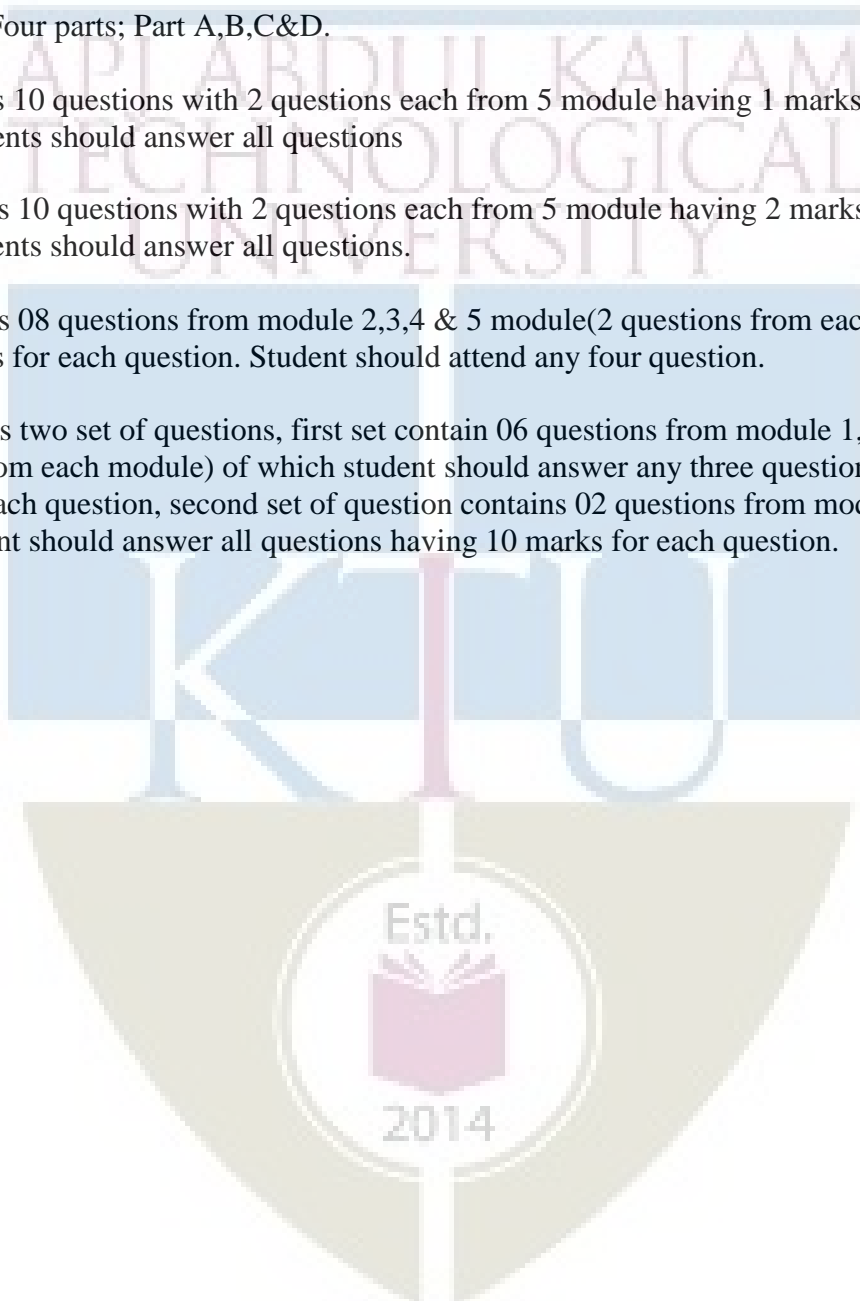
There will be Four parts; Part A,B,C&D.

Part A contains 10 questions with 2 questions each from 5 module having 1 marks for each question. Students should answer all questions

Part B Contains 10 questions with 2 questions each from 5 module having 2 marks for each question. Students should answer all questions.

Part C Contains 08 questions from module 2,3,4 & 5 module(2 questions from each module) having 5 marks for each question. Student should attend any four question.

Part D Contains two set of questions, first set contain 06 questions from module 1,2 & 3 (2 questions from each module) of which student should answer any three questions having 10 marks for each question, second set of question contains 02 questions from module 4&5 of which student should answer all questions having 10 marks for each question.



RegNo.: \_\_\_\_\_

Name: \_\_\_\_\_

**APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY**  
Sixth Semester BHMCT Degree Examination model question paper

**CourseCode:FPT 306****CourseName:FOOD PRODUCTION OPERATIONS-IV**

Max.Marks: 100

Duration: 3Hours

**PART A***Answer all questions, each carries 1marks.*

Marks

1. Roast beef with Yorkshire pudding is from \_\_\_\_\_ Country. (1)
2. Most popular kind of bread in France is \_\_\_\_\_. (1)
3. \_\_\_\_\_ is a Malaysian soup made with rice noodles and seafood. (1)
4. Slices of fresh seafood served with a dipping sauce in Japan are called \_\_\_\_\_. (1)
5. Food that the guest can serve themselves is called \_\_\_\_\_. (1)
6. Decorate a food item by the addition of other items is known as \_\_\_\_\_. (1)
7. Rosemary is a \_\_\_\_\_. (1)
8. \_\_\_\_\_ is the father of modern cookery. (1)
9. Fixing selling prices of a dish is known as \_\_\_\_\_. (1)
10. Chef create new recipes by \_\_\_\_\_ method. (1)

**PART B***Answer all questions, each carries 2marks.*

11. Write a short note about ENGLISH BREAKFAST. (2)
12. Give a short description about Arabic starters with 2 examples. (2)
13. Define Thai cuisine with five famous dishes. (2)
14. List the essential ingredients for Japanese cuisine. (2)
15. Define buffet in short words. (2)
16. What are the basic fundamentals of plating and garnishing? (2)
17. List 10 herbs which is commonly used in cooking. (2)

18. Define Yield management. (2)
19. What are the points to be considered while buying a new kitchen equipment? (2)
20. Write a short note about fruits and vegetable display. (2)

**PART C**

*Answer any four questions, each carries 5marks.*

21. Explain equipment's and utensils used in Chinese cuisine. (5)
22. Write a short note about Indonesian cuisine. (5)
23. Define finger buffet. (5)
24. What are the three essential points of food presentation? (5)
25. Explain how herbs are classified. (5)
26. Describe about production quality and quantity control. (5)
27. What are the points to be considered while developing a new recipe? (5)
28. Describe tallow sculpture. (5)

**PART D**

*Answer any three questions, each carries 10marks.*

29. Explain French cuisine and its regional culinary contributions. (10)
30. Describe briefly about preparation methods and special equipment's used for Scandinavian Cooking. (10)
31. Write briefly about any 10 Chinese cooking methods. (10)
32. Explain Japanese cuisine in terms of historical background and regional cooking styles. (10)
33. Explain briefly about different types of buffet setup. (10)
34. Write briefly about the role and uses of garnishes. (10)

*Answer the questions, each carries 10marks.*

35. Explain briefly about production planning, production scheduling and production Forecasting. (10)
36. Write briefly about food trials, organoleptic and sensory evaluation. (10)

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<b>FOOD PRODUCTION PRACTICE - VI</b>		
<b>Course code: FPP306</b>		<b>Semester : 6</b>
Duration :60 Hrs		Maximum Marks:100 Marks
<b>Teaching Scheme</b> Practical : 4hrs /week Credit : 2		<b>Evaluation Scheme</b> Internal Exam: 15 Marks Assignment/Quiz/Mini Project: 15 Marks End Semester Exam: 70 Marks
<b>SL:NO</b>	<b>Menu</b>	<b>Hours</b>
1	<b><u>CHINESE</u></b> <b>MENU 01</b> <input type="checkbox"/> Prawn Ball Soup <input type="checkbox"/> Fried Wantons <input type="checkbox"/> Sweet & Sour Pork <input type="checkbox"/> Hakka Noddles	4
2	<b>MENU 02</b> <input type="checkbox"/> Hot & Sour soup <input type="checkbox"/> Beans Sichwan <input type="checkbox"/> Stir Fried Chicken & Peppers <input type="checkbox"/> Chinese Fried Rice	4
3	<b>MENU 03</b> <input type="checkbox"/> Sweet Corn Soup <input type="checkbox"/> Shao Mai <input type="checkbox"/> TungPo Mutton <input type="checkbox"/> Yangchow Fried Rice	4
4	<b>MENU 04</b> <input type="checkbox"/> Wonton Soup <input type="checkbox"/> Spring Rolls <input type="checkbox"/> Stir Fried Beef & Celery <input type="checkbox"/> Chow Mein	4
5	<b>MENU 05</b> <input type="checkbox"/> Prawns in Garlic Sauce <input type="checkbox"/> Fish Szechwan <input type="checkbox"/> Hot & Sour Cabbage <input type="checkbox"/> Steamed Noddles	4
6	<b><u>INTERNATIONAL</u></b> <b><u>SPAIN</u></b> <b>MENU 06</b> <input type="checkbox"/> Gazpacho <input type="checkbox"/> Pollo En Pepitoria <input type="checkbox"/> Paella <input type="checkbox"/> Fritata De Patata <input type="checkbox"/> Pastel De Mazaana	4
7	<b><u>ITALY</u></b> <b>MENU 07</b> <input type="checkbox"/> Minestrone <input type="checkbox"/> Ravioli Arabeata <input type="checkbox"/> Fettocine Carbonara <input type="checkbox"/> Pollo Alla Cacciatore <input type="checkbox"/> Medanzane Parmigiane	4

8	<p style="text-align: center;"><b><u>GERMANY</u></b></p> <p><b>MENU 08</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Linsensuppe</li> <li><input type="checkbox"/> Sauerbaaten</li> <li><input type="checkbox"/> Spatzale</li> <li><input type="checkbox"/> German Potato Salad</li> </ul>	4
9	<p style="text-align: center;"><b><u>UK</u></b></p> <p><b>MENU 09</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Scotch Broth</li> <li><input type="checkbox"/> Roast Beef</li> <li><input type="checkbox"/> Yorkshire Pudding</li> <li><input type="checkbox"/> Glazed Carrots &amp; Turnips</li> <li><input type="checkbox"/> Roast Potato</li> </ul>	4
10	<p style="text-align: center;"><b><u>GREECE</u></b></p> <p><b>MENU 10</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Soupe Avogolemeno</li> <li><input type="checkbox"/> Moussaka A La Greque</li> <li><input type="checkbox"/> Dolmas</li> <li><input type="checkbox"/> Tzaziki</li> </ul>	4
11	<p><b>Plus 5 Buffets</b></p> <ul style="list-style-type: none"> <li>• Cold Buffet</li> <li>• Hot Continental</li> <li>• Hot Indian</li> <li>• Buffet Desserts</li> </ul>	20
	<b>TOTAL</b>	60

Estd.



2014

**FOOD & BEVERAGE SERVICE OPERATIONS- IV****Course Code :FBST306****Semester : 6****Duration :60 hrs****Maximum Marks :100****Teaching Scheme**

Theory : 4hrs /week

Credit :4

**Evaluation Scheme**

Internal Exam: 15 Marks

Assignment/ Quiz/Mini Project: 15 Marks

End Semester Exam: 70 Marks

Sl.No.	Topic	Hours	Weightag%
01	<b>MANAGING FOOD &amp; BEVERAGE OUTLET</b> <ul style="list-style-type: none"> <li>A. Supervisory skills</li> <li>B. Developing efficiency</li> <li>C. Standard Operating Procedure</li> </ul>	10	15%
02	<b>ORDER TAKING AND BILLING METHODS</b> <ul style="list-style-type: none"> <li>A. Checking system in food service operation</li> <li>B. Method of taking order               <ul style="list-style-type: none"> <li>- Checking and bill system</li> <li>- Service with order</li> <li>- Duplicate system</li> <li>- Triplicate system</li> </ul> </li> <li>C. Circumstantial KOTs</li> <li>D. Computerized system</li> <li>E. Alcoholic beverage order</li> <li>F. Billing</li> </ul>	20	25%
03	<b>GUERIDON SERVICE</b> <ul style="list-style-type: none"> <li>• History of Gueridon</li> <li>• Definition</li> <li>• General consideration of operations</li> <li>• Advantages &amp;Disadvantages</li> <li>• Types of trolleys</li> <li>• Factor to create impulse, Buying – Trolley, open kitchen</li> <li>• Gueridon equipment</li> <li>• Gueridon ingredients</li> </ul>	10	20%
04	<b>KITCHEN STEWARDING</b> <ul style="list-style-type: none"> <li>• Importance</li> <li>• Opportunities in kitchen stewarding</li> <li>• Record maintaining</li> <li>• Machine used for cleaning and polishing</li> <li>Inventory</li> </ul>	10	20%



05	<b>SUPERVISORY FUNCTION</b> <ul style="list-style-type: none"> <li>• Supervisory function in food and beverage service operation           <ul style="list-style-type: none"> <li>- Briefing</li> <li>- Allocation of tables</li> <li>- Checking mise en place and mise en scene</li> <li>- Handling tips</li> <li>- Stock taking</li> <li>- Requisition</li> <li>- Sales analysis</li> <li>- Cost analysis</li> <li>- Breakeven points calculation</li> <li>- Handling complaints</li> <li>- Training the staff</li> </ul> </li> </ul>	10	20%
<b>TOTAL</b>		<b>60</b>	<b>100%</b>

**Reference Books:**

- Professional Guide to Alcoholic Beverages—Lipinski
- Food and Beverage Service - Singaravelavan
- Alcoholic Beverages –Lipinski & Lipinski
- Food Service Operations – Peter Jones & Cassel
- Menu planning –John Kivela
- The Restaurant (From Concept to Operation)-Lipinski
- Professional Food Service- Sergio Andrioli & Peter Douglas
- Bar & Beverage Book – Costas Katsigris, Mary Porter, Thomas
- Profitable Menu Planning- John Drysale
- Food & Beverage Service Training Manual-Sudhir Andrews
- Food & Beverage Service –Lillicrap&Cousins
- Modern Restaurant Service –JohnFuller
- Professional Food & BeverageService Management –BrianVarghese

**Continuous Internal Evaluation Pattern**

Continuous Assessment Test (2 numbers)	: 15 marks
Assignment/Quiz/Course project	: 15 marks

**End Semester Examination Pattern:**

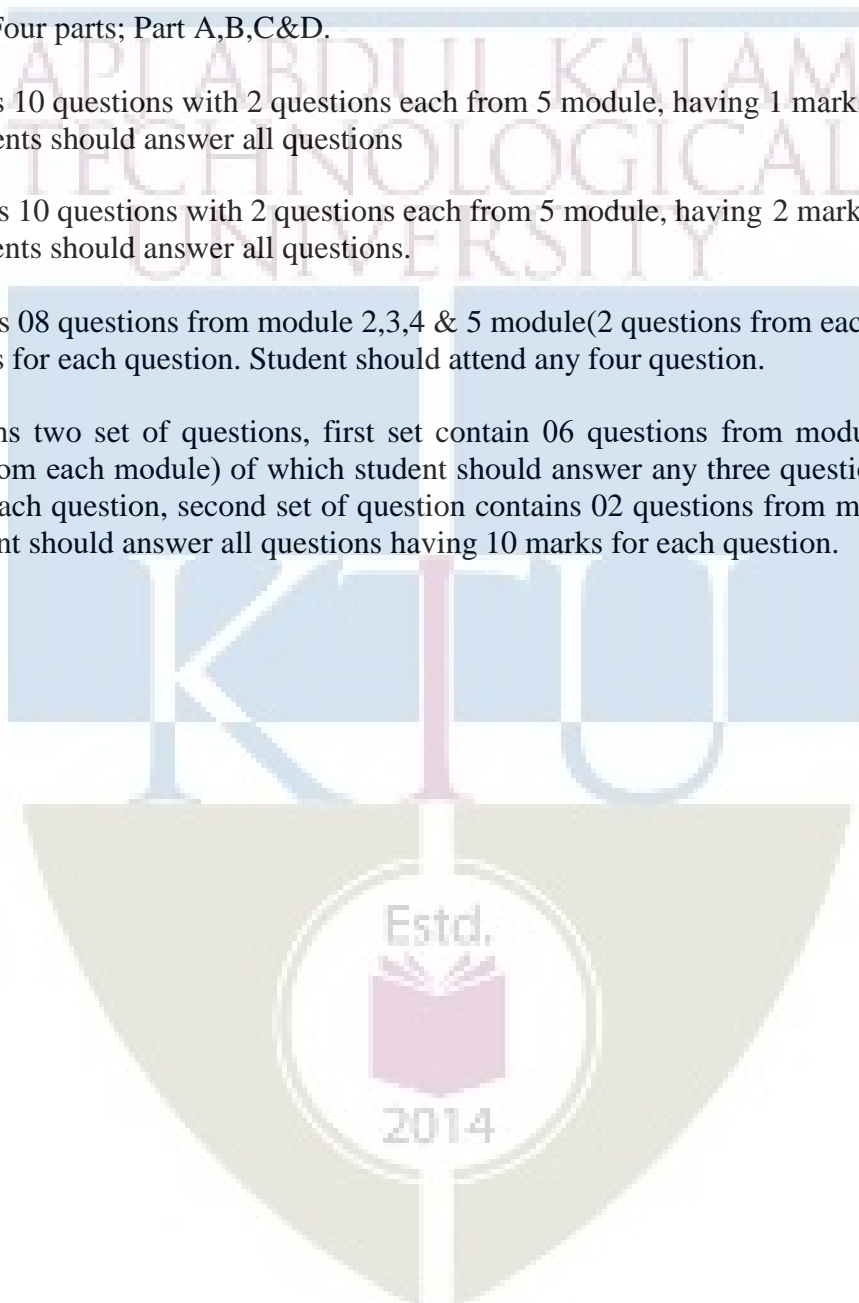
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Part C Contains 08 questions from module 2,3,4 & 5 module(2 questions from each module) having 5 marks for each question. Student should attend any four question.

Part D Contains two set of questions, first set contain 06 questions from module 1,2 &3 (2 questions from each module) of which student should answer any three questions having 10 marks for each question, second set of question contains 02 questions from module 4&5 of which student should answer all questions having 10 marks for each question.



Reg No.: \_\_\_\_\_

Name: \_\_\_\_\_

**APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY**

Sixth Semester BHMCT Degree Examination model question paper

**Course Code: FBST 306****Course Name: FOOD & BEVERAGE SERVICE OPERATIONS-IV**

Max. Marks: 100

Duration: 3 Hours

**PART A***Answer all questions, each carries 1 marks.*

- |    |   | Marks |
|----|---|-------|
| 1  | The time allowed for the roasted meat to rest before carving is_____                                  | (1)   |
| 2  | _____are responsible for the wash up of metal kitchen vessels and implements                          | (1)   |
| 3  | _____is the number of a bin card assigned to a particular brand of drink or commodity                 | (1)   |
| 4  | _____is the point at which there is no profit or loss   | (1)   |
| 5  | The top copy of KOT goes to the_____  | (1)   |
| 6  | _____is the excess of sales over total cost.  | (1)   |
| 7  | _____is a set of written instruction that documents a repetitive activity followed by an organization | (1)   |
| 8  | _____is the acronym for bar order ticket  | (1)   |
| 9  | _____ machine consists of a revolving drum half filled with small ball bearings                       | (1)   |
| 10 | Cigars and cigarettes are presented to the guest from_____  | (1)   |

**PART B***Answer all questions, each carries 2 marks.*

- |    |   |     |
|----|---|-----|
| 11 | Who is a Trancheur.   | (2) |
| 12 | Explain the importance of kitchen stewarding in a hotel.          | (2) |
| 13 | Enlist the briefing.  | (2) |
| 14 | What are the various type of trolleys available for food service. | (2) |
| 15 | What is Flambé Trolley.   | (2) |
| 16 | How do you allocate tables.                                       | (2) |
| 17 | Explain margin of safety  | (2) |
| 18 | Draw a sample of a manual bill.                                   | (2) |
| 19 | What information can one get from the kot.                        | (2) |
| 20 | What is carving.  | (2) |

**PART C***Answer any four questions, each carries 5 marks.*

- 21 What is flambéing.why is it done. (5)
- 22 Draw a specimen of kot. (5)
- 23 What are the Advantage and limitations of gueridon service. (5)
- 24 Draw a neat labeled diagram of a carving trolley. (5)
- 25 Explain the elements of cost with example. (5)
- 26 Explain triplicate system of checking with a diagram. (5)
- 27 Define Gueridon. Give recipe, method for any Flambé dish. (5)
- 28 What are the important functions of kitchen stewarding in hotel. (5)

**PART D***Answer any three questions, each carries 10 marks.*

- 29 Gueridon work is a team work, substantiate this statement. (10)
- 30 Explain method of taking order. (10)
- 31 What is the role of control department? Explain. (10)
- 32 What are the equipments used in the gueridon.explain. (10)
- 33 Explain 'check and bill system' with a specimen (10)
- 34 Explain service with order system. (10)

*Answer the questions, each carries 10 marks.*

- 35 Explain records maintained by kitchen steward. (10)
- 36 Explain supervisory function in food and beverage service operation. (10)

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2014

<b>FOOD &amp; BEVERAGE SERVICE PRACTICE - VI</b>	
<b>Course Code :FBSP306</b>	<b>Semester : 6</b>
<b>Duration :60 hrs</b>	<b>Maximum Marks :100</b>
<b>Teaching Scheme</b> Practical : 4hrs /week Credit :2	<b>Evaluation Scheme</b> Internal Exam: 15 Marks Assignment/ Quiz/Mini Project: 15 Marks End Semester Exam: 70 Marks

<b>S.No.</b>	<b>Topic</b>	<b>Hours</b>
01	<b>F&amp;B Staff Organization</b> <u>Class room Exercise (Case Study method)</u> <ul style="list-style-type: none"> <li>Developing Organization Structure of various Food &amp; Beverage Outlets</li> <li>Determination of Staff requirements in all categories</li> <li>Making Duty Roster</li> <li>Preparing Job Description &amp; Specification</li> </ul>	20
02	<b>Supervisory Skills</b> <ul style="list-style-type: none"> <li>Conducting Briefing &amp; Debriefing - Restaurant, Bar, Banquets &amp; Special events</li> <li>Drafting Standard Operating Systems (SOPs) for various F &amp; B Outlets</li> <li>Supervising Food &amp; Beverage operations</li> <li>Preparing Restaurant Log</li> </ul>	20
03	<b>Gueridon Service</b> <ul style="list-style-type: none"> <li>Organizing Mis-en-place for Gueridon Service</li> <li>Preparation of Following Dishes               <ul style="list-style-type: none"> <li>Crepe suzette</li> <li>Banana au Rhum</li> <li>Peach Flambé</li> </ul> </li> </ul>	20
<b>TOTAL</b>		<b>60</b>

ACCOMODATION OPERATIONS MANAGEMENT- II				BHMCT-S6
<b>Course code: AOMT306</b>		<b>Semester : 6</b>		
Duration : 30 Hrs		Maximum Marks :100		
<b>Teaching Scheme</b> Theory : 2 Hrs/Week Credit : 2		<b>Evaluation Scheme</b> Internal Exam: 15 Marks Assignment/ Quiz/Mini Project: 15 Marks End Semester Exam: 70 Marks		
S.No.	Topic	Hours	Weight age%	
01	<b>INTERIOR DECORATION</b>  A. Elements of design B. Colour and its role in décor –types of colour schemes C. Windows and window treatment D. Lighting and lighting fixtures E. <u>Floor finishes</u> F. Carpets G. Furniture and fittings H. Accessories	07	30%	
02	<b>INTERIOR DESIGNING</b>  A. Objectives of interior design B. Basics type of design C. Elements of design D. Principles of design E. Designing for physically challenged	07	20%	
03	<b>TEXTILES</b>  A. Classification and identification of textile fibers B. Characteristics of textile fibers C. Type of yarn D. Yarn characteristics E. Fabric construction F. Blends and unions G. Textile finishes	07	20%	
04	<b>HOTEL RENOVATION</b>  A. Reason for renovation B. Type of renovation C. Subsidiary process in renovation D. Refurbishing E. Redecoration	06	20%	
05	<b>NEW PROPERTY COUNTDOWN</b>	03	10%	
<b>TOTAL</b>		30	100%	

#### Reference Books:

- Hotel housekeeping operations and managementauthor- g. regubalan, smritee ragubalan third edition
- Hotel,hostal and hospital housekeeping autor- joan c branson - 5th edition
- Hotel housekeeping author- sudeer andrews

**Continuous Internal Evaluation Pattern**

Continuous Assessment Test (2 numbers)	: 15 marks
Assignment/Quiz/Course project	: 15 marks

**End Semester Examination Pattern:**

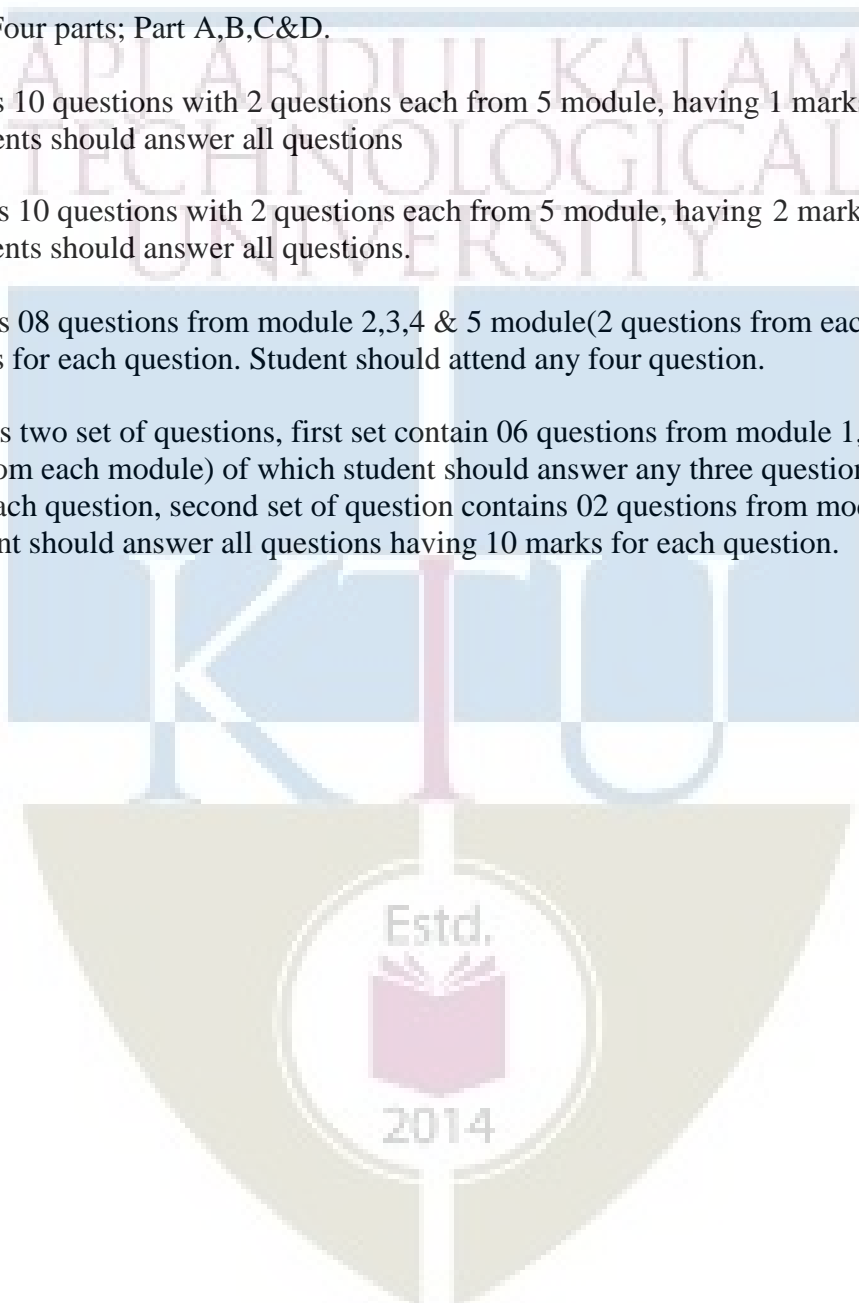
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Part B Contains 10 questions with 2 questions each from 5 module, having 2 marks for each question. Students should answer all questions.

Part C Contains 08 questions from module 2,3,4 & 5 module(2 questions from each module) having 5 marks for each question. Student should attend any four question.

Part D Contains two set of questions, first set contain 06 questions from module 1,2 &3 (2 questions from each module) of which student should answer any three questions having 10 marks for each question, second set of question contains 02 questions from module 4&5 of which student should answer all questions having 10 marks for each question.



Reg No.: \_\_\_\_\_

Name: \_\_\_\_\_

**APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY**  
Sixth Semester BHMCT Degree Examination model question paper

**CourseCode: AOMT 306**

**CourseName:Accommodation operations Management-II**

**Max.Marks:100**

**Duration:3 Hours**

**PART A**

*Answer all questions, each carries 1marks.*

Marks

1. Material woven from fibers of flax plant is ----- (1)
2. TPI means ----- (1)
3. The sound absorption quality of certain materials is called ----- (1)
4. -----type of fiber is used for table linen. (1)
5. ----- refers to the brightness and dullness of color. (1)
6. The lower part of the wall up to 150cm from the floor is called ----- (1)
7. ----- is used to make plaster of Paris. (1)
8. The study of the peoples efficiency in relation to their work is ----- (1)
9. ----- is the detailed list of maintenance through physical inspection. (1)
- 10.Familiarizing the policies, rules to a new employee is ----- (1)

**PART B**

*Answer all questions, each carries 2marks.*

11. Which are the primary colors? (2)
12. What are valances? (2)
13. Define Buddy system? (2)
14. Write about Chamois leather? (2)
15. What is redecoration? (2)
16. Who is a Resident manager? (2)
17. Evaluate interior decoration? (2)
18. What is the specialty of atrium lobby? (2)
19. What are the different types of lightings? (2)
20. Write about remodeling of a Hotel? (2)



**PART C***Answer any four questions, each carries 5marks.*

21. Draw the color wheel and explain? (5)
22. How are the carpets cleaned and maintained in a hotel? (5)
23. Discuss the different types of floor coverings? (5)
24. What is renovation, why do hotels renovate their properties? (5)
25. Write about the classification and identification of textile fibers? (5)
26. Name the different types of lighting fixtures? (5)
27. Suggest some energy conservation methods for your hotel? (5)
28. What are primary, secondary and tertiary colours? (5)

**PART D***Answer any three questions, each carries 10 marks.*

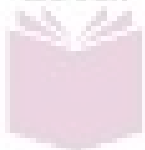
29. Explain all about different types of windows? (10)
30. Write about the classification of wood and there uses? (10)
31. What are the points while selecting uniforms for various departments in a hotel? (10)
32. Explain about different types of blinds? (10)
33. What are the different types of wall coverings? (10)
34. What are the advantages and disadvantages of cotton? (10)

*Answer the questions, each carries 10marks.*

35. Elaborate the responsibilities of Housekeeping in the count down of a new property? (10)
36. Write about the designs needed for physically challenged persons? (10)

ACCOMODATION OPERATIONS MANAGEMENT PRACTICE - II		
<b>Course code: AOMP306</b>		<b>Semester : 6</b>
Duration : 60 Hrs		Maximum Marks :100
<b>Teaching Scheme</b> Practical : 4 Hrs/Week Credit : 2		<b>Evaluation Scheme</b> Internal Exam: 15 Marks Assignment/ Quiz/Mini Project: 15 Marks End Semester Exam: 70 Marks
S.No .	Topics	Hours
1	<b>Standard operating procedure</b> <ul style="list-style-type: none"> <li>skill oriented task (e.g. cleaning and polishing glass, brass etc)</li> </ul>	10
2	<b>First aid</b> <ul style="list-style-type: none"> <li>first aid kit</li> <li>dealing with emergency situation</li> <li>maintaining records</li> </ul>	10
3	<b>Fire safety fire fighting</b> <ul style="list-style-type: none"> <li>safety measures</li> <li>fire drill(demo)</li> </ul>	10
4	<b>Special decoration (theme related to hospitality industry)</b> <ul style="list-style-type: none"> <li>indenting</li> <li>costing</li> <li>planning with timesplit</li> <li>executing</li> </ul>	10
5	<b>Layout of guest room</b> <ul style="list-style-type: none"> <li>to the scale</li> <li>earmarkpillars</li> </ul> specification of colours, furniture, fixture, fitting, soft furnishing and accessories etc used	20
<b>Total</b>		60

Estd.



2014

<b>FRONT OFFICE MANAGEMENT - II</b>			
<b>Course code: FOMT 306</b>		<b>Semester : 6</b>	
<b>Duration : 30 Hrs</b>		<b>Maximum Marks :100</b>	
<b>Teaching Scheme</b> Theory : 2Hrs/Week Credit : 2		<b>Evaluation Scheme</b> Internal Exam: 15 Marks Assignment/ Quiz/Mini Project: 15 Marks End Semester Exam: 70 Marks	
<b>SL.No.</b>	<b>Topic</b>	<b>Hours</b>	<b>Weightage%</b>
01	<b>PLANNING &amp; EVALUATING FRONT OFFICE OPERATIONS</b>  A. Setting Room Rates (Details/Calculations thereof) <ul style="list-style-type: none"> <li>- market condition approach &amp; Thumb Rule</li> <li>- Types of discounted rates – corporate, rack etc.</li> </ul> B. Forecasting techniques C. Forecasting Room availability D. Useful forecasting data <ul style="list-style-type: none"> <li>• % of walking</li> <li>• % of overstaying</li> <li>• % of under stay</li> </ul> E. Forecast formula F. Types of forecast G. Sample forecast forms H. Factors for evaluating front office operations	10	25%
02	<b>ROOM SELLING TECHNIQUES</b>  A. Elements of marketing B. Marketing strategies C. Market demands D. Personal selling	05	20%
03	<b>BUDGETING</b>  A. Kinds of budget B. Advantage of budget control C. Limitation of budgeting D. Operational expenses budget E. sales budget F. Selling and distribution cost budget G. Labour cost budget H. Overhead cost budget	05	20%

	I. Budget profit and loss account J. Making of front office budget K. Refining budget L. Forecasting room revenue M. Estimating expenses		
04	<b>ACCOMMODATION STATISTICS AND YIELD MANAGEMENT</b> A. Occupancy ratio B. Break even pricing influence C. Productivity activity D. Market share index E. Computing room availability F. Yield management	05	20%
05	<b>HOTEL AND GUEST SECURITY</b> A. Importance of security system B. Type of security C. Handling emergency situation	05	15%
<b>Total</b>		30	100%

**Reference books :**

- Front office management sk bhatnagar
- Front Office Operations by Collin Dix & Chris Braid
- Hotel from Office management by James Bardi
- Managing front Office Operations by Kasava & Books
- Front Office training Manual by Sudhir Andrews
- Managerial Accounting and hospitality Accounting by Raymond S Schmidgall
- Managing Computers in Hospitality Industry by Michael Kasava and Cahell
- Front Office Operations & management- Jatashankar Tewari

**Continuous Internal Evaluation Pattern**

Continuous Assessment Test (2 numbers)	: 15 marks
Assignment/Quiz/Course project	: 15 marks

**End Semester Examination Pattern:**

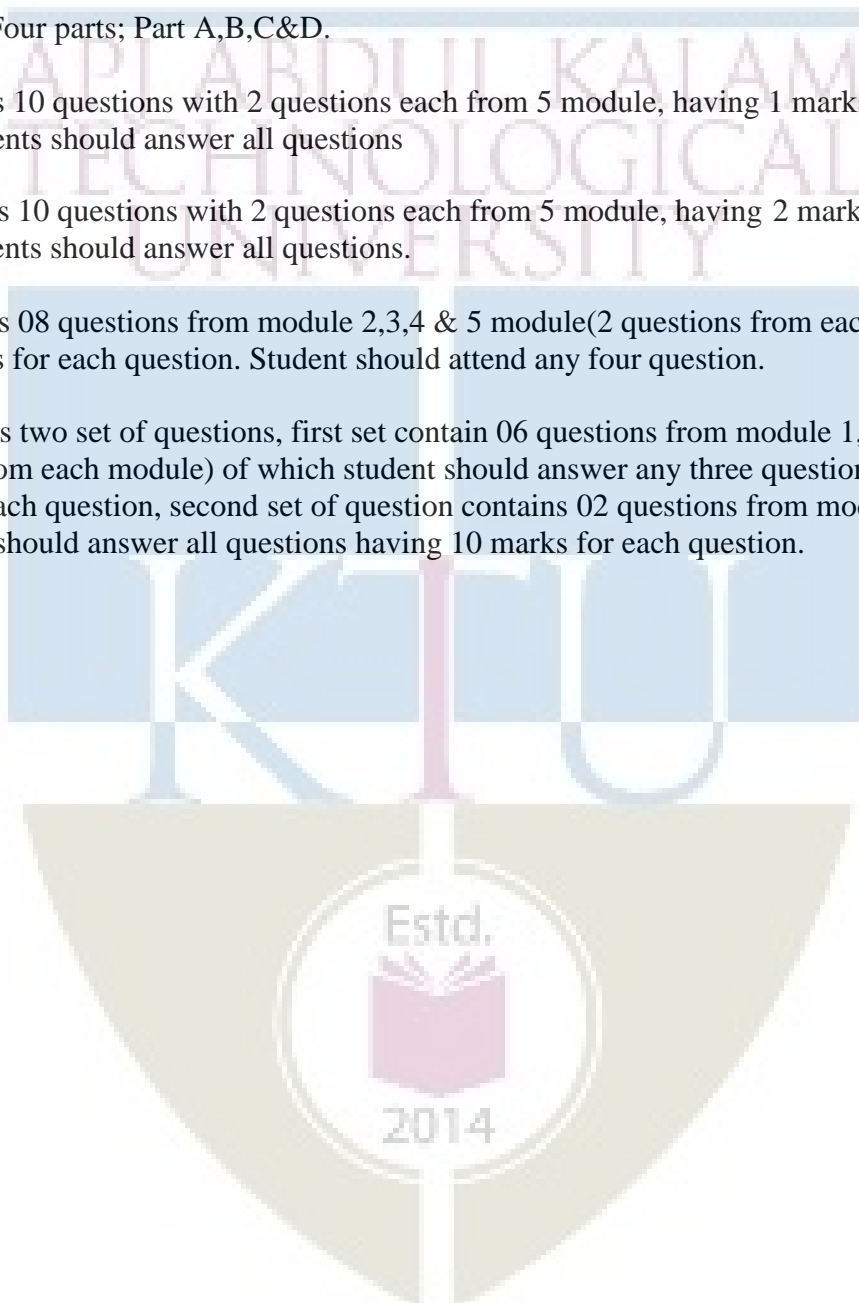
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Name: \_\_\_\_\_

**APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY**  
Sixth Semester BHMCT Degree Examination model question paper

**Course Code:FOMT 306**

**Course Name: FRONT OFFICE MANAGEMENT-II**

Max. Marks: 100

Duration: 3 Hours

**PART A**

*Answer all questions, each carries 1 marks.*

		Marks
1	Overstay	(1)
2	Early Bird Rate	(1)
3	4P's of Marketing	(1)
4	Forecast	(1)
5	Capital Budget	(1)
6	Name 2 Security system in hotel	(1)
7	Grand Master Key	(1)
8	2 Precaution to avoid theft	(1)
9	Duration Control	(1)
10	Upsell	(1)

**PART B**

*Answer all questions, each carries 2 marks.*

11	What is double lock?	(2)
12	Differential Pricing	(2)
13	What is Yield Management?	(2)
14	End of the day	(2)
15	Describe the various types of room keys you may find in a hotel.	(2)
16	Rule of thumb approach	(2)
17	What are allowances?	(2)
18	Wash-out factor	(2)
19	Name 2 factors that effect room tariff	(2)
20	Cost based pricing	(2)

**PART C**

*Answer any four questions, each carries 5 marks.*

21	Explain in detail the evacuation procedure in-case of fire.	(5)
22	What is forecasting? Write the benefits of forecasting.	(5)
23	What do you understand by the rule of thumb approach of fixing the room rent? Explain.	(5)

- 24 What is room tariff? Explain in details that effect room tariff. (5)
- 25 What do you understand by meal plan? Explain different meal plans offered by hotels. (5)
- 26 What is % of no-show and write its calculation? (5)
- 27 What is marketing mix? And write in detail about the 4 P's of marketing. (5)
- 28 What is yield management? Explain the benefits of yield management. (5)

### PART D

*Answer any three questions, each carries 10 marks.*

- 29 What are the advantages of reporting accidents? Describe the accident report form with the format of the same. (10)
- 30 What is Budget control? Explain the advantages of budget control. (10)
- 31 What are the room rates and code used in the hospitality industry? (10)
- 32 What is marketing? Write about the elements of marketing. (10)
- 33 How will you deal with terrorist activity or bomb threat as a front desk employee? (10)
- 34 Planning in front office plays an important role in successful operation of the department. Explain. (10)

*Answer the questions, each carries 10 marks.*

- 35 What is meant by forecasting of room availability? What points should one keep in mind while forecasting? What is the information required to make an accurate forecast? (10)
- 36 What is Room rates and what are the various methods used in establishing the room rates? (10)

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<b>FRONT OFFICE MANAGEMENT PRACTICE - II</b>		
<b>Course code: FOMP306</b>		<b>Semester : 6</b>
<b>Duration : 60 Hrs</b>		<b>Maximum Marks : 100</b>
<b>Teaching Scheme</b> Practical : 4Hrs/Week Credit : 2		<b>Evaluation Scheme</b> Internal Exam: 15 Marks Assignment/ Quiz/Mini Project: 15 Marks End Semester Exam: 70 Marks
<b>Contents</b>		<b>Hours</b>
1	Preparation of SOP's for guest arrival, departure, complaint handling	8
2	Yield Management calculations, preparing statistical data based on actual calculations	8
3	Role play & problem handling	8
4	Preparation of sales letters, brochure, tariff cards & other sales documents Assignment on GDS	8
5.	Calculation of staff requirement & making of duty rotas for front office department of small, large & medium sized hotels with different levels of occupancy	8
6	Preparation of operating budget for front office	8
7	Computer proficiency in all hotel computer applications-actual computer lab Hours.	8
8	Preparation of SOP's for guest arrival, departure, complaint handling.	4
<b>Total</b>		<b>60</b>





<b>RESEARCH: DESIGN &amp; METHODOLOGY</b>			
<b>Course Code : RDMT306</b>		<b>Semester : 6</b>	
Duration :45 hrs		Maximum Marks :100	
<b>Teaching Scheme</b> Theory : 3hrs /week Credit :3		<b>Examination Scheme</b> Internal Exam: 15 Marks Assignment/ Quiz/Mini Project:15 Marks End Semester Exam: 70 Marks	
Unit.No	Contents	Hours	Weightage%
1.	<b>Introduction to Research Methodology</b> Meaning and purpose of doing research, Applications of research, Problems in conducting research  <b>Research Design</b> Research procedure – Research problem, statement of research problems, Hypothesis, Sampling, Sampling methods	10	20%
2.	<b>Collection of Primary data</b>  Research Approach: - Observation, Experiment, Survey, Research Instrument:-Questionnaire, Interview Schedule, Mechanical Devices Research Techniques: - Scaling Techniques, Testing, Projective Technique, Inventory Techniques, and Socio-Metric Techniques	10	30%
3.	<b>Collection of Secondary data</b>  Review of Literature- Purpose of related literature, Sources of information, How to conduct the review of literature- note taking, Bibliography, Foot notes.	10	20%
4.	<b>Analysis and Interpretation of Data</b>  Organization of Data - Editing, Coding, Tabulation, Statistical Analysis and Interpretation- Graphs, Formulation Of Conclusion And Generalization	10	20%
5.	<b>Research Report</b>  Report format, Introduction, Literature Review, Methodology, Result and Discussion, Summary and Conclusion, Bibliography, Appendix.	05	10%
	<b>TOTAL</b>	45	100%

**Reference book**

- Hospitality & Travel Marketing, Alastair M. Morrison, S'eimar Publishers Inc.
- Marketing Research, Harper W. Boyd, Richard D. Irwin, INC, All India Traveller Book Seller, Delhi.
- How to Complete your Research Project Successfully, Judith Bell, UBS Publisher, Delhi.
- How to Research and Write a Thesis in Hospitality & Tourism, James M, Paynter 8. John Wiley & Sons, NY, USPt
- Travel, Tourism & Hospltalty Rceearch. Ritchie Ooeldner, John Wiley

**Continuous Internal Evaluation Pattern**

Continuous Assessment Test (2 numbers)	: 15 marks
Assignment/Quiz/Course project	: 15 marks

**End Semester Examination Pattern:**

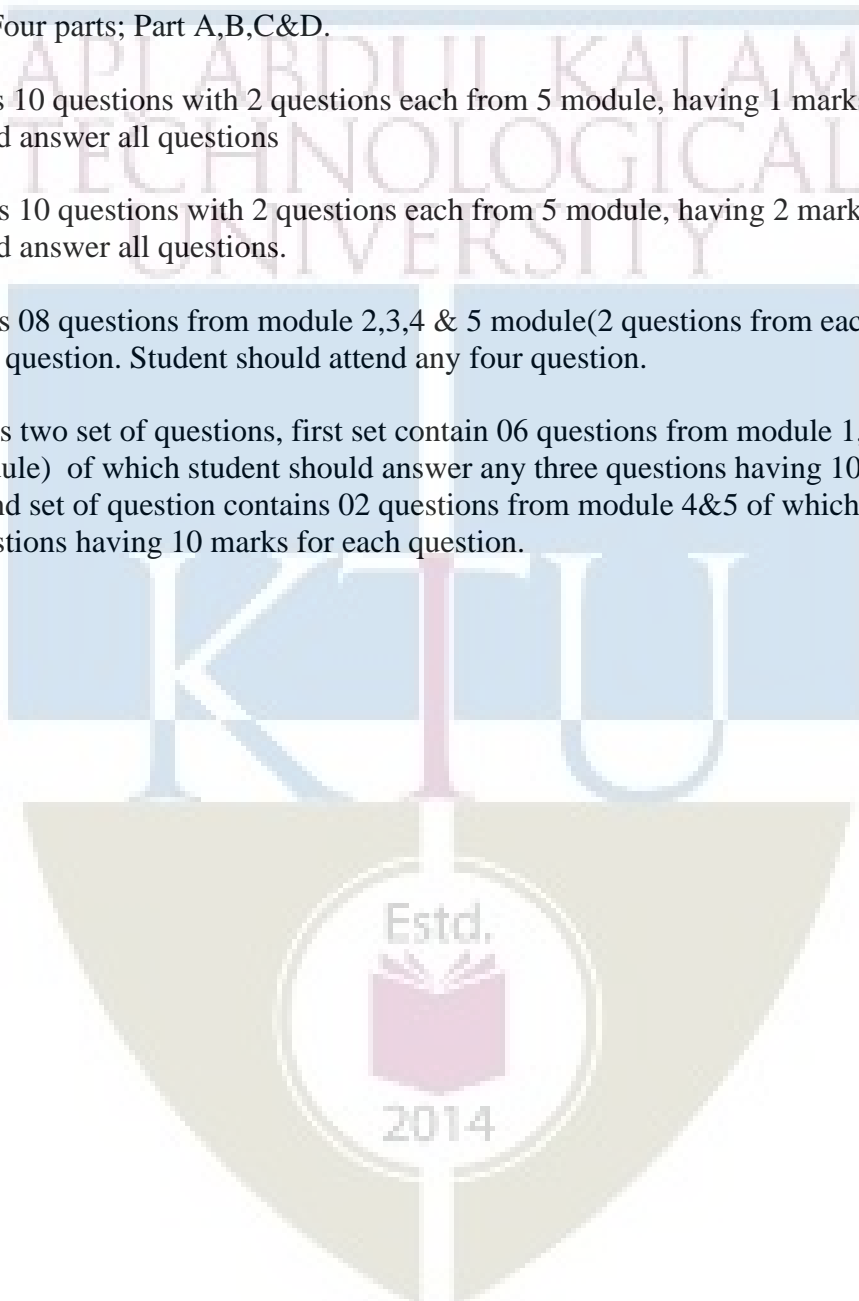
There will be Four parts; Part A,B,C&D.

Part A contains 10 questions with 2 questions each from 5 module, having 1 marks for each question. Students should answer all questions

Part B Contains 10 questions with 2 questions each from 5 module, having 2 marks for each question. Students should answer all questions.

Part C Contains 08 questions from module 2,3,4 & 5 module(2 questions from each module) having 5 marks for each question. Student should attend any four question.

Part D Contains two set of questions, first set contain 06 questions from module 1,2 &3 (2 questions from each module) of which student should answer any three questions having 10 marks for each question, second set of question contains 02 questions from module 4&5 of which student should answer all questions having 10 marks for each question.



Reg.No\_\_\_\_\_

Name\_\_\_\_\_

**APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY**  
Sixth Semester BHMCT Degree Examination model question paper

**Course Code: RDMT 306**  
**Course Name: RESEARCH: DESIGN & METHODOLOGY**

Max.Marks: 100

Duration: 3Hrs

**PART A**

*Answer **all** questions, each question carries **1** mark*

Marks

1. Define research. (1)
2. What are the objectives of research? (1)
3. -----is used to collect data from respondents. (1)
4. The total sample of the same category is called ..... (1)
5. Give any two types of research. (1)
6. The theoretical frame work of research is ..... (1)
7. "Research problem" Define. (1)
8. The process of conclusion from analysis of a research is called..... (1)
9. Narrate the motivation for research. (1)
10. The systematic representation of literature review is called..... (1)

**PART B**

*Answer **all** questions, each question carries **2** marks*

11. Define Research Process. (2)
12. List various research applications. (2)
13. Explain Hypothesis. (2)
14. Describe inventory technique. (2)
15. Write short notes on "scaling techniques" (2)
16. Explain the organization of data. (2)
17. "Tabulation "of data. Describe. (2)
18. Describe the relevance of statistical analysis in research. (2)
19. Explain any one research instrument. (2)
20. Why foot notes are relevant? (2)

**PART C**

*Answer any **four** questions, each question carries **5** marks*

21. What are the main problems in doing research? (5)
22. Explain tabulation in statistical analysis. (5)
23. Discuss the limitations of business research. (5)
24. What do you understand by scale construction? (5)
25. What do you understand by a population in research? (5)
26. Explain the relevance of summary for a research. (5)
27. Explain the coding of data. (5)
28. What are the various sources of primary data for a business project? (5)

**PART D**

*Answer any **three** questions, each question carries **10** marks*

29. Discuss the various Research Designs with examples. (10)
30. Explain the statement of research problem. (10)
31. "Sampling method" Explain in detail. (10)
32. With suitable steps explain the research procedure. (10)
33. How to conduct the review of literature? (10)
34. What are the different scaling techniques? Discuss with examples. (10)

*Answer **all** questions, each question carries **10** marks*

35. Prepare a questionnaire for collecting food preferences among youth. (10)
36. With suitable contents explain a report format. (10)

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ENVIRONMENT SUSTAINABILITY			
<b>Course code: ENVT 306</b>		<b>Semester : 6</b>	
<b>Duration: 45Hrs</b>		<b>Maximum Marks : 100</b>	
<b>Teaching Scheme</b> Theory : 3 hrs/week Credits : 3		<b>Examination Scheme</b> Internal Exam: 15 Marks Assignment/ Quiz/Mini Project: 15 Marks End Semester Exam: 70 Marks	
Contents		Hours	Weightage%
1.	<b>Introduction and development of environmental message</b> <ul style="list-style-type: none"> <li>Staff – Raise awareness build commitment, provide support, reward efforts, and celebrate success</li> <li>Business partner's coordination</li> <li>Guests participation</li> <li>Community – sponsorship, urban beautification, alternate energy sources</li> </ul> <b>Waste Management</b> <ul style="list-style-type: none"> <li>Why manage waste</li> <li>Type of solid waste (e- waste &amp; paper waste etc...)</li> <li>3R's principle</li> <li>Non-hazardous energy separation</li> </ul>	10	20%
2.	<b>Energy and waste conversion</b> <ul style="list-style-type: none"> <li>Introduction</li> <li>Types of energy</li> <li>Energy efficiency actionplan</li> <li>Assessing current performance</li> <li>Energy utilization &amp; conservation measures</li> <li>Guidelines for major use areas</li> <li>Making decision about investments</li> <li>Evaluation of new technology</li> </ul> <b>Water</b> <ul style="list-style-type: none"> <li>Water and the environment</li> <li>Water quality standards</li> <li>Water treatment methods</li> <li>Improving water quality</li> <li>Case studies</li> </ul>	10	20%
3.	<b>Product purchase</b> <ul style="list-style-type: none"> <li>Principles of responsible purchasing</li> <li>Implementation of Eco friendly purchasing</li> <li>Products: recycled paper, future products</li> </ul> <b>Indoor air quality</b> <ul style="list-style-type: none"> <li>Potential sources of air pollution</li> <li>Improving indoor air quality</li> <li>Costs</li> </ul> <b>External air emissions and Noise</b> <ul style="list-style-type: none"> <li>Sources</li> <li>Effects</li> <li>Hotels and air pollution (source, impact prevention, control of pollution)</li> <li>Introduction and problems of noise &amp; program for tackling it</li> </ul>	10	20%

4.	<b>Hazardous materials</b> <ul style="list-style-type: none"> <li>• Definition &amp; Sources</li> <li>• Hazards &amp; dealing with hazardous materials</li> </ul> <b>Ecotels</b> <ul style="list-style-type: none"> <li>• What are ecotels</li> <li>• Case studies India and abroad</li> </ul> <b>Building of the future</b> <ul style="list-style-type: none"> <li>• Building materials – cement, bricks, wall panels</li> <li>• Paints</li> <li>• Smart buildings</li> <li>• Current technology</li> </ul>	05	20%
5.	<b>Environment Management System (EMS) and Environmental Impact Analysis (EIA)</b> <ul style="list-style-type: none"> <li>• Importance of EIA</li> <li>• Methodology</li> <li>• Environmental clearance</li> <li>• Global Environmental issues e.g. acid rain, Bhopal Gas Tragedy (awareness of this issues)</li> <li>• Motives for adopting EMS</li> <li>• Environmental Impact Assessment.</li> <li>• Certification of EMS - ISO 14001, EMAS, BS7750 etc.</li> <li>• India Green Rating Project</li> <li>• Carbon Abatement Strategies – Understanding green houses gases and impact of carbon on environment.</li> <li>• Leeds – Design for green buildings.</li> </ul>	10	20%
	<b>Total</b>	45	100

**Reference books :**

- Environmental Management for Hotels
- Environmental Management for Hotel- David Kirk
- Environmental Chemistry- B K Sharma
- Sewage Disposal & Air Pollution Engineering, (Vol. 2)- S. K Garg
- Ecology & Environment- P. D. Sharma
- Environmental Management- N K. Uberoi

**Continuous Internal Evaluation Pattern**

Continuous Assessment Test (2 numbers)	: 15 marks
Assignment/Quiz/Course project	: 15 marks

**End Semester Examination Pattern:**

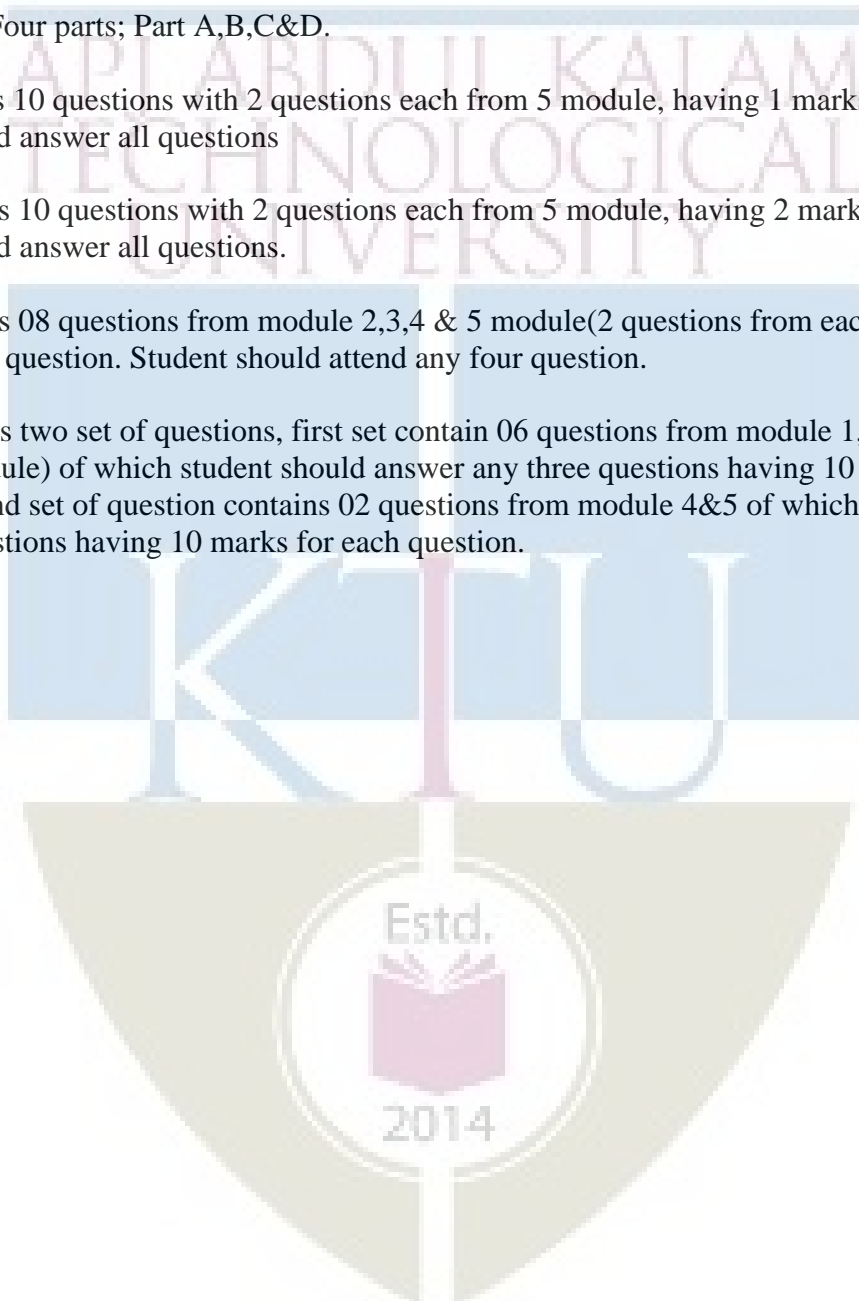
There will be Four parts; Part A,B,C&D.

Part A contains 10 questions with 2 questions each from 5 module, having 1 marks for each question. Students should answer all questions

Part B Contains 10 questions with 2 questions each from 5 module, having 2 marks for each question. Students should answer all questions.

Part C Contains 08 questions from module 2,3,4 & 5 module(2 questions from each module) having 5 marks for each question. Student should attend any four question.

Part D Contains two set of questions, first set contain 06 questions from module 1,2 & 3 (2 questions from each module) of which student should answer any three questions having 10 marks for each question, second set of question contains 02 questions from module 4&5 of which student should answer all questions having 10 marks for each question.



Reg No.: \_\_\_\_\_

Name: \_\_\_\_\_

**APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY**

Sixth semester BHMCT Degree Examinations model question paper

**Course Code: ENVT 306****Course Name: Environment Sustainability**

Max. Marks: 100

Duration: 3 Hours

**PART A****Answer all questions, each carries 1 mark.**

Marks

1. LLDPE stands for \_\_\_\_\_ (1)
2. Two awards given to hotel for following sustainable practices \_\_\_\_\_, \_\_\_\_\_ (1)
3. Two examples of Non-Biodegradable waste from hotels \_\_\_\_\_, \_\_\_\_\_ (1)
4. Hardness in water is caused by \_\_\_\_\_ (1)
5. High noise level areas of hotel are \_\_\_\_\_, \_\_\_\_\_ (1)
6. EMS stands for \_\_\_\_\_ (1)
7. Two examples of ecotels in India are \_\_\_\_\_, \_\_\_\_\_ (1)
8. Two examples of ecofriendly building materials. \_\_\_\_\_, \_\_\_\_\_ (1)
9. ISO Stands for \_\_\_\_\_ (1)
10. \_\_\_\_\_ is an example for power saving rating. (1)

**PART B****Answer all questions, each carries 2 marks.**

11. Explain recycling with examples (2)
12. Give short note on how to reuse waste water in hotels (2)
13. Give two examples of eco-friendly practices /products used in Housekeeping and F&B (2)
14. Give two areas in hotel which contribute to air Pollution. (2)
15. What are two types of environment give examples on each (2)
16. Explain one process of removing tobacco smell from hotel rooms. (2)
17. Describe the Aim of EMS (2)
18. What are the various energy sources used in hotels? (2)
19. Give few examples of energy efficient practices in hotels. (2)
20. Why is ISO 14001 for hotels. (2)



**PART C**

Answer any four questions, each carries 5 marks.

21. Explain Hazardous waste and its handling with examples (5)
22. What are the harmful effects of hard water for hotels? (5)
23. Write short note on Indoor air quality management. (5)
24. Write short notes on energy conservation measures in hotels (5)
25. Explain latest technology used in futuristic building explain with examples. (5)
26. What are the various sources indoor air pollution? (5)
27. Explain the various effects of improper waste management (5)
28. What are factors to consider while purchasing pertaining of environment sustainability (5)

**PART D**

Answer any three questions, each carries 10 marks.

29. Explain the waste hierarchy with a diagram and explain the importance of 3R (10)
30. Explain the benefits of adopting an Environmentally Preferable Purchasing with examples (10)
31. Explain the various features of EMS (10)
32. Write an essay on how hotel create awareness on their environment sustainable practices. (10)
33. Explain in each areas of the hotel how Indoor air pollution is caused (10)
34. Explain with some examples few energy conservations measures in hotel. (10)

**Answer all questions, each carries 10 marks**

35. Explain removal of hardness from water using Zeolite / Permutit/ Base Exchange Process  
Using a diagram (10)
36. Write essay on factors to consider when planning/designing hotel facilities with a focus  
on energy efficiency and conservation. (10)

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PERSONALITY DEVELOPMENT		
<b>Course code:PDP306</b>		<b>Semester : 6</b>
<b>Duration : 30 Hrs</b>		<b>Maximum Marks : 100</b>
<b>Teaching Scheme</b> Practical : 2 hrs/week Credits : 1		<b>Examination Scheme</b> Internal Exam: 15 Marks Assignment/ Quiz/Mini Project:15 Marks End Semester Exam: 70 Marks
Contents		Hours
1	Personality Enrichment Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body Language –use and misuse, Art of good Conversation, Art of Intelligent Listening.	15
2	Communication Skills, Presentation Skills, Public Speaking, Extempore Speaking, importance and art of ‘Small Talk’ before serious business.	10
3	Group Discussion & Interview	05
	Total	30

